



# Appendix A

FCC TRS Public Notice

July 25, 2012



# PUBLIC NOTICE

Federal Communications Commission  
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Washington, D.C. 20554

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## CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU REMINDS STATE TELECOMMUNICATIONS RELAY SERVICE PROGRAMS TO SEEK RECERTIFICATION

### CG Docket No. 03-123

This Public Notice alerts states and territories that the certifications that they now hold for the provision of telecommunications relay services (TRS) will expire on July 26, 2013.<sup>1</sup> Under the Federal Communications Commission's (Commission's) TRS regulations, each state or territory may file an application for "renewal" of its certification one year prior to expiration, *i.e.*, beginning on July 26, 2012.<sup>2</sup> Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2012, to give the Commission sufficient time to review and rule on the applications prior to the expiration of the existing certifications.

Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA),<sup>3</sup> codified at Section 225 of the Communications Act of 1934, as amended (Act).<sup>4</sup> TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with other individuals.<sup>5</sup> Under the Act, the Commission must ensure the provision of TRS that is functionally

<sup>1</sup> As amended by Section 103(a) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), TRS is defined as "telephone transmission services that provide the ability for an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual who does not have a speech disability to communicate using voice communication services by wire or radio." Pub. L. No. 111-260, 124 Stat. 2751, *technical amendments*, Pub. L. No. 111-265, 124 Stat. 2795 (Oct. 8, 2010) § 103(a), codified at 47 U.S.C. § 225(a)(3). See also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, 19 FCC Rcd 12475, 12479, ¶ 3 n.18 (2004) (describing how a traditional TRS call works).

<sup>2</sup> 47 C.F.R. § 64.606(c)(1). Since 1993, the Commission has granted states certification to operate their own TRS programs in five year increments. The Consumer and Governmental Affairs Bureau, under delegated authority, issued its last round of certification grants in July 2008.

<sup>3</sup> Pub. L. No. 101-336, 104 Stat. 327 (July 26, 1990).

<sup>4</sup> 47 U.S.C. § 225.

<sup>5</sup> 47 U.S.C. § 225(a)(3).



equivalent to voice telephone service.<sup>6</sup> The Commission's TRS regulations set forth mandatory minimum standards that TRS providers must follow to meet this functional equivalency mandate.<sup>7</sup>

Under Section 225, states wishing to establish their own TRS programs for the provision of intrastate and interstate TRS over the public switched telephone network may receive Commission certification to do so.<sup>8</sup> All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and Speech-to-Speech relay (STS) service.<sup>9</sup> States may also offer captioned telephone relay service (CTS). States seeking renewal of their certification must include information about each of these services in their applications so that the Commission can ensure that the provision of these services is consistent with its rules and that the state is exercising responsibility for oversight of these services.<sup>10</sup>

Specifically, in order to obtain certification, a state must submit documentation to the Commission that describes its relay program and include its procedures and remedies for enforcing any requirements that the program may impose.<sup>11</sup> In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.<sup>12</sup> The Commission's TRS regulations explain that documentation should be submitted in narrative form, and that the Commission shall give the public notice of such applications.<sup>13</sup>

The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. Applications for certification will be reviewed to determine whether each state TRS program has sufficiently documented that it meets or exceeds all of the applicable operational, technical and functional mandatory minimum standards set forth in section 64.604 of the Commission's rules.<sup>14</sup> If the program exceeds the mandatory minimum standards, the state must establish that the program does not conflict with federal law.<sup>15</sup> In addition, applications will be reviewed to ensure

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<sup>6</sup> 47 U.S.C. § 225(a)(3).

<sup>7</sup> See 47 C.F.R. § 64.604.

<sup>8</sup> Although state TRS programs may offer interstate as well as intrastate TRS, only the costs associated with the provision of intrastate TRS are recovered from the state. See 47 U.S.C. § 225(d)(3). States with certified TRS programs may allow TRS providers operating under their programs to recover such costs by a method consistent with the jurisdictional separation of costs requirements of Section 225. See *id.* Costs associated with the provision of interstate TRS are recovered from subscribers of interstate and Voice over Internet Protocol (VoIP) service, and such providers are reimbursed through the TRS Interstate Fund. *Id.* In October 2011, the Commission adopted rules to implement Section 103(b) of the CVAA, requiring interconnected and non-interconnected VoIP service providers to participate in and contribute to the TRS Fund. See CVAA § 715; 47 U.S.C. § 616; *Contributions to the Telecommunications Relay Service Fund*, CG Docket No. 11-47, Report and Order, 26 FCC Rcd 14532 (2011).

<sup>9</sup> See 47 C.F.R. § 64.603.

<sup>10</sup> Since 2003, CTS has been a non-mandatory type of TRS that is eligible for compensation from the states for intrastate calls and from the Interstate TRS Fund for interstate or IP-based CTS calls. *Telecommunications Relay Services, and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Declaratory Ruling, 18 FCC Rcd 16121 (2003). If a state does not offer CTS, it need not submit documentation in its certification application pertaining to this service.

<sup>11</sup> 47 U.S.C. § 225(f); 47 C.F.R. § 64.606(a).

<sup>12</sup> 47 C.F.R. § 64.606(b)(1)(ii).

<sup>13</sup> 47 C.F.R. § 64.606(a).

<sup>14</sup> 47 U.S.C. § 225(f)(2)(A). See 47 C.F.R. § 64.604.

<sup>15</sup> See 47 C.F.R. § 64.606(b)(1)(iii).



that each state TRS program makes available adequate procedures and remedies for enforcing the requirements of each state's program.<sup>16</sup>

**PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123 and be captioned "TRS State Certification Application."**

**Electronic Filers:** Filings may be filed electronically using the Internet by accessing the Commission's electronic comment filing system (ECFS): <http://apps.fcc.gov/ecfs/>. Follow the instructions provided on the website for submitting electronic filings. For ECFS filers, in completing the transmittal screen, filers should include their full name, U.S. Postal service mailing address, and **CG Docket No. 03-123**.

**Paper Filers:** Parties who choose to submit by paper must submit an original and one copy of each filing. To expedite the processing of the applications, parties submitting by paper are encouraged to submit an additional copy to Attn: Dana Wilson, Federal Communications Commission, Consumer and Governmental Affairs Bureau, 445 12<sup>th</sup> Street, SW, Room 3-C418, Washington, DC 20554 or by email at [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov). Parties should also submit electronic disk copies of their certification filing. The electronic media should be submitted in "read-only" mode and must be clearly labeled with the state's name, the filing date and captioned "TRS Certification Application."

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission. All hand-delivered or messenger-delivered paper filing for the Commission's Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> Street, SW, Room TW-A325, Washington, DC 20554. The filings hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12<sup>th</sup> Street, SW, Washington, DC 20554.

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<sup>16</sup> 47 U.S.C. § 225(f)(2)(B).

## SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE

DATE	ITEM	FCC ACTION
Beginning July 2012	Commission issues Public Notices seeking comment on state TRS applications that have been filed.	Comments are due within 30 days of release of the Public Notices; reply comments are due within 15 days thereafter.
July 2012 – May 2013	Commission reviews applications for TRS recertification for compliance with 47 C.F.R. §§ 64.604 and 64.606.	If necessary, Commission sends deficiency letters requesting additional information from states to confirm compliance with the TRS mandatory minimum standards and other certification requirements.
May - July 2013		Commission issues Public Notices and Letter Orders of certification renewals.

## ADDITIONAL INFORMATION

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12<sup>th</sup> Street, SW, Room CY-A257, Washington, DC 20554. These documents also may be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12<sup>th</sup> Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their web site: [www.bcpweb.com](http://www.bcpweb.com) or by calling (202) 488-5300. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert CG Docket No. 03-123 into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to [fcc504@fcc.gov](mailto:fcc504@fcc.gov) or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* also can be downloaded in Word or Portable Document Format (PDF) at: <http://transition.fcc.gov/cgb/dro/trs.html>.

**For further information regarding this *Public Notice*, please contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, at (202) 418-2247 (voice), (202) 418-2297 (TTY), or e-mail at [Dana.Wilson@fcc.gov](mailto:Dana.Wilson@fcc.gov).**





## Appendix B

### Sprint Relay TRS, STS, and CapTel Training Outlines

## Appendix B: Sprint TRS, STS, CapTel Training Outlines

TRS TRAINING SCHEDULE		
DAY 1	Welcome Packet/Important Numbers/Confidentiality Forms Building Tour, Lockers, Keycard check, Login Numbers Training Goals and Expectations What is Relay? Video: Making the Right Connection How We Got Here – Orientation - Why we're here. Contract Information Introduction of Training Workbooks TTY Overview/Abbreviations, Descriptive Words/Background Noises	ASL Introduction – ASL Workbooks Overview of System and Equipment Skills i.e. Typing, talking, listening, reading Enter Tour Preferences: Admin Presentation Connecting to Relay Headset Orientation Basic Call Processing Procedures (TTY - Voice) Observe Calls *Typing Practice/Tests if necessary
DAY 2	(TTY – Voice) – continued Role Play Introduction Review (TTY - Voice) TTY - VOICE PRACTICE Phone Image/Rudeness Detachment Expressive Typing Variations Deaf Culture: Quiz about Deafness	Observe Calls Continue Call Processing (Voice - TTY) Administer Spelling Test VOICE - TTY PRACTICE HR – Orientation presentation Review for Test #1 *Typing Practice/Tests if necessary
DAY 3	Review – Variations Branding Recording Feature Answering Machines/Answering Machine Retrieval (AMR) Control D Feature/ Pagers Voice Mail	Pagers/Beepers Deaf Culture: Deaf Timeline Practice Role Plays Observe Administer Test #1 *Typing Practice/Tests if necessary
DAY 4	VCO - Non-Branded VCO - Branded Practice Role Plays Privacy Feature (VCO) VCO Answering Machines Voice to VCO Two Line VCO	Variations Practice Role Plays Desensitization Observe Review for Test #2 Typing Practice/Tests if necessary
DAY 5	Review Surveys (TTY - Voice and Voice- TTY)/ Observe Billing/ Immediate Credit Prepaid Calling Cards Roaming	Deaf Culture: ASL Worksheets ASL Workbook Practice Role Plays Administer Test #2 *Typing Practice/Tests if necessary
DAY 6	Review Changing CAs - Video and Call Takeover Process Directory Assistance Sprint International/ 900 calls HCO - Non Branded HCO - Branded Voice - HCO HCO Answering Machines	Practice Role Plays ASL Translation – Presentation by staff interpreter or individual with experience Observe - Type Review for Test #3 HR - Benefits *Typing Practice/Tests if necessary
Day 7	Review Practice Role Plays Customer Service Operator Services for the Deaf (OSD)	Device to Device Administer Test #3 Observe - Talk *Typing Practice/Tests if necessary
DAY 8	Review Practice Role Plays - VCO Final - VCO Surveys/ Observe ASL Translation Customer Database (CDB) Features	Emergency/ Threats Help Screen Review Take Calls - assisted Review for Test #4 *Typing Practice/Tests if necessary



TRS TRAINING SCHEDULE		
DAY 9	Review Variations Practice Role Plays Return ASL Workbooks and Discussion Adherence/Trades/OT - OA Presentation	Administer Test #4 Overview of Federal Relay Take FRS Calls - assisted Review for Test #5 *Typing Practice/Tests if necessary
DAY 10	Administer Test #5 Final Review/ Questions & Answers Detachment Life After Training Complete Typing Tests if necessary	Graduation Take Calls Take digital pictures for Sprint ID Badge

Figure 1 - TRS CA Training Schedule

### **Topics Covered During Training**

The following is a comprehensive list of all training topics covered by Sprint during initial training.

TRAINING TOPICS		
Orientation	Welcome and Introductions Introduction to Each Other Sprint Nextel Corporation (or Vendor Company) Sprint ahead Values Sprint Nextel Overview History of Sprint Corporation Founders Long Distance Local Telecommunications PCS	Internet Services Product Distribution The Sprint Campus The Sprint Nextel Merger Telecommunications Relay Service What is Relay? Relay Agent Training Relay- Connect to Your Future Video Observation Guidelines How a Call Reaches Sprint Nextel Relay
Connecting to Relay	The Role of a Relay Agent Connecting to Relay 711 Dedicated Toll-Free Numbers Equipment TTY TTY Basics TTY Etiquette Closing a Conversation Agent Responsibility Call Set Up Call Closing TTY to Voice Closing a Conversation Operator Role Closure Operator Close Protocol Guide: Disallowed Calls Glossary of Abbreviations and Terms TTY Practice Session Auto-Corrected Abbreviations Standard Abbreviations Typing Variations Internet Characters Non-Baudot Supported Characters Verbatim - Style Contraction Spelling Punctuation Agent/Operator Role SKSK Background Noises While TTY user is Typing Typing Monetary Units	Sprint IP User Connects to Agent but wants Customer Service Sprint IP Two Line VCO FRSO- Federal Relay Service Online FRSO call processing FRSO Reporting FRSO variations Sprint IP/FRSO International Calling Sprint IP/FRSO Variations Sprint IP/FRSO Fast Busy Sprint IP/FRSO Two Line VCO Sprint IP/FRSO Conversation Lag Time Sprint IP/FRSO Interrupts Voice to AIM (AOL) VM Greeting Voice to AIM procedures Voice to AIM variations Blocked screen names - suspect international locations. Cellular and Wireless Phones Video Relay Service Blackberry Devices and Pagers TTY Public Payphone Sprint National Relay Sprint International (SI) Inbound international calling Sprint International Variations Non-Standard TTY Outbound International calling Transfer Menu



TRAINING TOPICS		
	711 TTY Garble During Typing XXX to Correct Typing Error Other Communication Devices Data Transmission Speed Turbo Code Turbo Code Interrupt Enhanced Turbo Dial Through - (ETurbo) Disable Turbo Code Mode ASCII - American Standard Code Information Interchange ASCII Interrupts Sprint IP - Internet Relay Sprint IP call processing Internet Relay variations Sprint IP RELAY: Internet & IM access 'GA' is optional Sprint IP Standard Service Explanation Text Flow Interruptions without garble Conversational flow ASL Emoticons – Smileys – Text Message Abbreviations IP Acronyms Sprint IP Variations 911 Emergency Calls Spanish and French Language Service International calling restrictions Sprint IP Correctional facilities/Jails Info Digit list	Reseller call processing CapTel Relay to CapTel CapTel to Relay CapTel Transfers Dedicated State CapTel Transfer Alternate Languages Spanish Language Customer Service Relay Caller ID True Caller ID Per Call Block Per Line Block Permanent Call Blocking Caller ID Blocking - True Caller ID – SS7 Connecting Variations Misdialed Relay Phrase Dialed 711 Instead of 911 711 Spanish Request for Relay Numbers Cellular/Wireless problem reaching 711 611/811 (LEC Service Access) 700 900 Numbers and Call Processing Correctional Facility/Prison Calls FAQs on the Use of Relay through Correctional Facilities: Correctional Facility Call Processing Relay Abuse
Overview of System and Equipment	System Overview Login/Logout Agent Profile The Mouse Clicking the Mouse Dragging/Dropping Copy/Paste Drop Down Boxes Lists Radio Button Scroll Bars Sliders Tables Tables Accessing a Program Screen Displays Call Handling Screen Title Bar Banner Conversation Area Disconnect Message Status Color Scheme Agent Text Transmission Cancel Key Information Bar Profile Help Call Type	Dial Window Scratch Pad Transfer Panel Headset Panel Status Bar Record Feature Function Keys Block Ctrl-Switch Switch The Keyboard Alpha Keys Function Keys Call Handling Keys Numeric Keys Cursor Movement Keys Arrow Keys Backspace Error Correction Function Single Word Edit Function Word Substitution Feature Macros Table Function Keys Ctrl-Function Keys Glossary of Telephony Terms Background Noises Voice Tones/Descriptive Words Standard Abbreviations
Phone Image	Professional Phone Image	Voice Person Speaking in 3rd Person

TRAINING TOPICS		
(Tone of Voice)	How phone image is created Provide warm and friendly greeting Conversational Tone Voice Inflection Audibility and breath control Pitch Quality Operator Role Relay Role Relay Skills Conversational Flow Staying focused Listening skills Customer service skill Coping skills Phrases Background Noises Voice Tones/Descriptive Words Transparency and Caller Control	Pacing the Voice Customer Brief pacing phrases Repeating information Voice Customer does not say "GA" Handling Interruptions Voice Tone How Phone Image is Created Provide a Warm Greeting Why Conversational Tone? Transparency, Caller Control & Confidentiality Rudeness, Types of Create an Exceptional Customer Experience Greeting Announce Closing Suggested Redirect Phrases
TTY to Voice and Voice to TTY	TTY to Voice Introduction Connecting to the outbound customer Announcement Explanation of service Deaf or hard of hearing Explanation International Announcement TTY to Voice Procedures TTY to Voice Specific Person Request Variations Specific Person Request TTY to Voice Answered TTY Voice Person Not Available TTY to TTY Call Release TTY to Voice Ans. TTY (TTY to TTY) TTY to TTY Specific Person Request TTY to Voice No Answer Types of Busy Signals Redialing	TTY to Voice Busy Signals Regional 800 Voice to TTY Voice to TTY Introduction Connecting to the outbound customer Voice Greeting Vice call progress Announcement Voice to TTY call (Hearing Person Answer) Explanation of service Voice to TTY Procedures Voice to TTY Specific Person Request Voice to TTY Answered Voice Voice to TTY No Answer Voice to TTY Busy Signal
Branding	Inbound Answer Type Branding Database Branding	Branding procedures
Recordings, Answering Machines, Pagers and AMR	Introduction Recording Feature Information Line Recording (TTY/Voice) Touch Tone Dialing Using Touch Tones (TTY/Voice) Audio text interaction Variations for Recordings Record Feature Tips TTY-Voice Recordings TTY-Voice Recording Information TTY-Voice Answering Machine Variations: Ans Mach/Recording/Pagers Voice Mail Retrieval	AMR (Answering Machine Retrieval) TTY-Voice Pager/Beeper (known) TTY-Voice Pager/Beeper (unknown) Voice to TTY Pager Voice to TTY Answering Machine Other Recording Variations Voice Mail System Privacy Manager/Call Intercept Automatic Redial System Recordings Switchboards Redialing Voicemail thru Switchboard TTY-Voice Asking for Specific Person Live person On Ans Mach Redial
VCO (Voice Carry Over)	VCO Introduction VCO Announcement VCO Service Explanation VCO Equipment Non-Branded VCO Branded VCO VCO No Answer VCO Busy VCO Privacy	Reverse Two-Line VCO Intro Reverse Two-Line VCO Procedure VCO Variations VCO comes in Voice Line 2LVCO Conference Calls VCO Requests Relay to give Relay # VCO Privacy while leaving message VCO Voice Mail Retrieval 2LVCO Voice Mail Retrieval

TRAINING TOPICS		
	VCO Answering Machine Voice to VCO Answered TTY Voice to VCO Answered VCO Two-Line VCO (2LVCO) Intro Two-Line VCO (2LVCO) Procedure	VCO Types and Voices Inbound Customer Requests VCO/HCO VCO Requests CA gives name in notes
Billing	Introduction Local call description Paid by Inbound Over Sprint Network Toll Free Calls Calls that Cannot Be Processed COC (Carrier of Choice) Paid by Inbound Paid by Inbound Alternate Carrier of Choice Alternate Billing (Intro) Billing Options Collect FONCard (Sprint) Description LEC calling card Other long distance calling card Paid by Inbound Third Party Carrier of Choice Pre-paid calling cards Billing Procedures Calling Cards Paid Billing with COC (TTY-Voice) Paid Billing with COC (Voice-TTY) TTY/Voice Pre-Paid Calling Card/800 Card Voice/TTY Pre-Paid Calling Card/800 Card Voice-TTY Collect Specific Person Request	Calling Card -- TTY Originated Calling Card -- Voice Originated Collect Calls Collect Call Intro TTY-Voice Collect Specific Person Requested Person-to-Person Call Person-to-Person Call Processing Collect Call -- TTY-Voice Collect Call -- Voice/TTY Third Party Billing Third Party Billing Intro 3rd Party TTY-Voice Billing Voice Number 3rd Party TTY-Voice Billing TTY Number 3rd Party Voice-TTY Billing TTY Number Immediate Credit Inbound tells wrong # Agent dials wrong # Marine Roaming Feature Restricted Roaming Unrestricted Roaming Billing Variations
HCO (Hearing Carry Over)	HCO Intro HCO Announcement HCO Service Explanation Speech Disabled "S" Non-Branded HCO Branded HCO HCO with Privacy HCO No Answer HCO Busy HCO-Voice Answering Machine	Voice-HCO Answered Voice-HCO Answered TTY (1) (2) Voice-HCO recorded message answers Two-Line HCO (2LHCO) Intro Two-Line HCO Procedure Reverse Two-Line HCO HCO Variations Inbound requests VCO/HCO HCO User Requests to Speak
Customer Database	Enhanced Customer Database Profile Household Profile Edit Household Profile Navigating Customer Database Household Profile Panels Notes Frequently Dialed Numbers Personal Information Preferences COC Restrictions Blocked Emergency #s Speech to Speech STS Messages	Customer Profile Introduction Use/Edit/New/Delete Customer Profile Verify Customer Password for Agent Verify Customer Password -- CSR Only Customer Profile Panels Personal Info Notes Frequently Dialed #s Preferences Emergency #s Speech to Speech STS Messages Database Profile Macros
Directory Assistance	DA Intro Interstate Directory Assistance Intrastate Directory Assistance Automated DA	Call Processing -- Calling from International Number Sprint International Variations Non-Standard TTY

TRAINING TOPICS		
	DA City& State Given; Area Code Unknown DA Variations Sprint International International Transfer Menu Call Processing -- Calling to International Number	Answered Foreign Language Transfer Menu 900 # Call Processing 211/311/511 Requests
Device to Device Calls	Device to Device Intro Function Keys and Banner Messages VCO to TTY and TTY to VCO VCO to VCO TTY to HCO and HCO to TTY	VCO to HCO and HCO to VCO HCO to HCO Device to Device Variations Alternate Call Type reaches recording
Call Processing Variations	CA information Area Code Only In From Number Conversational Flow Static or Poor Connection Profanity towards Agent Redialing Young Children Inbound Does Not Connect Inbound ASCII Charges Refused 800 Number Tone Judgments Repeating Information Restricted Calls Two calling from numbers LEC Service Office 611/811 Double Letters Call Waiting Feature Conference Calls Party Line Calls Three-Way Calling Hard of hearing Customer Ans TTY Line Spanish Calls to TX Sp Speaking Agents Request for Alternate Language Caller Types in Alternate Language Voice Customer Hangs Up During a Call Variable Time Stamp Customer Misdialed Phrase TTY Customer Hangs Up During a Call Non Standard TTY Capability Relaying Internet Characters TTY User Does Not Type GA Dispatch Calls – Pizza, Taxi, Carry-out Customer Referral Guidelines V-T Calls answered by Fax Customer Requests Holding for Inbound prior to out dial Request for Company Information Request for Information Request for M or F Agent Request Specific Agent Agent Knows Customer Request for Relay Number Customer Requests to Call Relay Service Request for Calling From Number Request Telephone Number Referral Request for Date/Time Customer Requests Agent to Modify Call	Request for Length of Call Request Long Distance Information T-V Call and V Requests Supervisor Call Backs for TTYs Multiple Calls Sensitive Topics Suicide Abuse Illegal Calls Answering Machines Hangs Up Before Message Left Do Not Type Recorded Messages Answering Machine Full Change Answering Machine Message VCO Requests Leave Message 1st out dial Leaving a Message V-TTY Ans V Retrieving Messages from TTY V Ans Mach TTY Screener Request to Leave TTY Message on Ans Mach Recordings Regional 800 TTY Requests "Dial That Number" Recording with Relay Option Alternate Call Recording Reached English/Spanish Pound Touch Tone Phone Advertisements Do Not Type Recordings Get Live Person/Rep Conversation Being Recorded Dial Number from Recorded Announcement VCO Conference Calls Leave Relay Number Voice Mail Retrieval VCO Types and Voices Prompting Data Transmission Box Prompting VCO on Hold Requests VCO/HCO HCO Requests VCO/HCO Alternate Call Type Recording Bridge Left Open

TRAINING TOPICS		
Call Take Over Procedures	FCC Rule Protocol and process flow TTY-Voice and Voice-TTY ASCII	VCO VCO to VCO HCO VCO-TTY and TTY-VCO
Customer Service	Functions Language Services	Procedures
OSD	Operator Services for the Deaf (OSD) Functions	OSD to TRS TRS to OSD
Transparency	Non-Emergency Calls Emergency Center Evacuation	Network Failure
Emergency Call Procedures	Emergency Calls Intro Emergency Services FCC Requirements Emergency Call Processing Emergency Reporting TTY-Emergency Voice-Emergency	TTY-Emergency TTY Call Release Internet-Emergency Internet (IP) Emergency Instant Messenger (IM) Emergency Emergency Call Processing Variations Emergency Form
Federal Relay Service	FRS Intro FRS Announcement FRS Service Explanation FRS Relay Procedures Federal Relay Service call types	FRS Confidentiality Policy FRS Customer Information Requests FRS Customer Contacts FRS Reporting
STS (Speech-to-Speech)	Speech To Speech Training Outline STS Introduction and History STS Description Disabilities Characteristics of STS users Stereotypes Clarifying Phrases Phrases to Avoid STS Phone Image STS Agent Tools Consistency Patience Ask Yes or No Questions No Personal Conversation Phrases You Can Use Speech to Speech Alphabet Transparency/Call Control/Confidentiality	Ways to Reduce/Streamline Notes Standard Abbreviations (STS) STS-Voice Voice-STS STS VCO-Voice Voice to STS VCO (TTY answer r) Voice to STS VCO (VCO answer) STS VCO -- 2 Line VCO TTY-STS STS-TTY Non-branded HCO to STS STS-HCO STS Hold Message STS Call Takeover Confidentiality and Transparency Personal Conversations requests Speech to Speech Variations
Healthy Detachment	Healthy Detachment Intro Objectives Survival Skills Relay Traps	Perception Ways to Reduce Stress Hospitality Phrases
Healthy Relay	A healthy approach toward Relay Introduction Objectives Ergonomics Stretching Exercises Agent Reinforcement Ergonomic Review	Setting up Workstation GUAM - Get Up and Move Ergonomic Relief Slowing the Customer Down Overtime Relaxation
Adult Learner	Understanding the Needs of the Adult Learner The Learning Continuum Use of Different Modalities Adult Learning - Edgar Dale's Cone of Experience Elements of Lesson Design Focus The Adult Learner Objective and Purpose Input	Modeling Checking For Understanding Guided Practice Independent Practice Summary Evaluation How to Give Effective Instruction Questioning Guidelines Feedback - Training and Coaching

TRAINING TOPICS		
		Technique Trust in Management
Assessing Performance	The Assessment Process in Training Assessment Time - What is involved? Practice Time Spelling Test Written tests Side by side evaluations Typing	Acceptable Time Frame Acceptable Is Relative Ways to "Coach" Feedback Maintain Self-esteem and Motivate Pass/Fail Guidelines Introduce Assessment Form Form Set-Up
Introduction to Diversified Culture	Introduction to Diversified Culture Objectives Who Uses Relay Understanding Our Customer Special Communication Needs Pathological vs. Cultural View of Deafness Characteristics of Deafness The Deaf Community	Why is there Deaf Culture? Attachments: What Do You Know About Deafness (Q) What Do You Know About Deafness (A) Myths About Deafness Two Views of Deafness Loudness Levels
Deaf Heritage	History in Europe History in North America Alexander Graham Bell	Edward Miner Gallaudet Oral / Combined Debate
The Deaf Community	Introduction to the Deaf Community National Association of the Deaf Contributions to Society Mainstreamed Schools	American Athletic Assn. of Deaf National Theatre of the Deaf Assistive Devices Gaining Acceptance in the Deaf Community
The Deaf Community	Sign Language Interpreters Different Communication Systems Exposure to English DEAF President Now Attitude Changes toward the Deaf Community	Changes in the Deaf Community Rules for Using a Sign Language Interpreter Interpreting Standards
American Sign Language Part 1	What is ASL? History of ASL ASL Recognized as Language	Rules of ASL Five Parameters of ASL English vs. ASL Idioms
American Sign Language Part 2	Evolution of ASL ASL Syntax	Translate ASL to English and Vice Versa
TTYPhony and TTY Courtesy	First Teletypewriter Evolution of the TTY Telecommunications Laws of Accessibility	TTY Courtesy Development of Relay Service Market
Hard of hearing and Late Deafened Customers	Hard of hearing and Late Deafened Customers Characteristics of Deaf Customers Assistive Devices for Deaf Customers	Establishment of Self Help for Hard-of-Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA)) Relaying for Deaf Customers
Characteristics of late-deafened Customers	Establishment of Association of late-Deafened Adults (ALDA) Relaying for late-deafened Customers	Deaf-Blind, Speech-Challenged, Spanish Speaking and Hearing Customers
Characteristics of Deaf-Blind Customers	Assistive Devices for Deaf-Blind Customers Relaying for Deaf-Blind Customers	Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine
Characteristics of Relaying for other users	Speech-Challenged Customers Spanish-Speaking Customers	Hearing customers
Ethics and Confidentiality	Interpreting Standards The ADA and FCC regulations for the Provision of	TRS Rules – Operator Standards Relay Center Agreement Regarding

TRAINING TOPICS		
	TRS Regulations pertaining to call content	Confidential Customer Information.





# Appendix C

## TRS, IP and CapTel Pledge of Confidentiality

## **Appendix C: TRS Pledge of Confidentiality**

### **Agreement Regarding Confidential Information**

#### **SPRINT TRS RELAY CENTERS AGREEMENT REGARDING CONFIDENTIAL CUSTOMER INFORMATION**

IN CONSIDERATION of: (1) my employment with Sprint/United Management Company or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation ("Sprint"), (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration:

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL. I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.
2. NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TELECOMMUNICATIONS RELAY SERVICE CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES. I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.
3. NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.
4. NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.
5. TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.
6. I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.
7. ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.

I have read and understand the Sprint Relay center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary

action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE    DATE

MANAGER/SUPERVISOR SIGNATURE    DATE

### **CAPTEL CONFIDENTIALITY**

Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A Captionist may feel the need to “vent” about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn’t their call) in a private area. Clarify before the conversation you wish to “vent” about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination.

#### **Confidentiality Policy**

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- I will not act upon any information received while processing a CapTel call.

- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name

Date



## Appendix D

### Sprint Carrier of Choice Letter of Invitation

## Appendix D: Sprint Carrier of Choice Letter of Invitation



<insert date>

<insert carrier name>

<insert contact name>

<insert tel nbr or fax nbr>

<insert email address>

Re: <insert customer (end user name)>, <insert telephone number>

Thank you for your interest to complete <insert carrier name> Toll calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use <insert carrier name> LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

#### Facility-based provider

1. If you are a participating member at Sprint Carrier of Choice program, please disregard.
2. If you are not a participating member at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

#### Non-facility based provider

1. If your underlying toll carrier is a participating member at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code and SS7 Transit Network Selector information. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.
2. If your underlying toll carrier is not a participating member at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

1. Your (or your underlying toll carrier) CIC codes and SS7 Transit Network Selector information associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.
2. You (or your underlying toll carrier) will need to support SS7 tandem interconnection.
3. You (or your underlying toll carrier) will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair 60, 66, and 67.
4. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note: For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.

Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way to provide access to your Toll network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the



Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

Attachment C is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 30 to 90 days). Information obtained from the carriers will be used solely for the purpose of providing equal access for <insert carrier name> LD customers and shall be held proprietary.

Sprint welcomes your company's participation in our TRS Carrier of Choice program at no cost to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.

Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call me at <xxx-xxx-xxxx> or email at <insert email address>

Sincerely Yours,

<insert name>

Program Manager, <insert state(s)>

Sprint Relay

CC: Michael Fingerhut, Federal Regulatory, Sprint

<insert name>, Program Manager, Sprint



# Appendix E

## Sprint Disaster Recovery Plan

## **Appendix E: Disaster Recovery Plan and Network Support Plan**

Sprint's comprehensive Disaster Recovery Plan details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, Sprint's TRS network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation is the Sprint's Relay dynamic call routing that Sprint employs. During a major or minor service disruption, the Sprint's Relay dynamic call routing network feature bypasses the failed or degraded facility and immediately directs calls to the first available Relay Operator in any of Sprint's fully inter-linked TRS Call Centers. ROs are trained in advance to provide service to other States; the transfer of calls between Centers is transparent to users.

Beyond the Sprint's Relay dynamic call routing network, Sprint's TRS Disaster Recovery Plan details the steps that will be taken to deal with any Relay problem, and restore Telecommunications Relay service to its full operating level in the shortest possible time.

### **STATE NOTIFICATION PROCEDURE**

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To provide the State with the most complete and timely information on problems affecting Relay service, the trouble reporting procedure will include three levels of response:

- An immediate report (as defined in the contract)
- A 24-hour status report
- A comprehensive final report within 5 business days

Sprint will notify the designated representative of the State within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Administrator within five business days of return to normal operation. Examples of Relay service disruption include:

- TRS Switching System failure or malfunction
- Major transmission facility blockage of the last-leg circuits to the Relay Call Centers
- Threat to RO safety or other RO work stoppage
- Loss of RO position capabilities

Performance at each Sprint Relay Center is monitored continuously 24-hours-a-day, seven-days-a-week from Sprint's Service Assurance Monitoring Center (SAMC) in Overland Park, KS.

## DISASTER RECOVERY PROCEDURES

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If the problem is within a relay center, maintenance can usually be performed by the on-site technician, with assistance from Sprint's SAMC. If the problem occurs during non-business hours and requires on-site assistance, the SAMC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

## TIME FRAMES FOR SERVICE RESTORATION

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### Complete or Partial Loss of Service Due to Sprint Relay Equipment or Facilities

#### ■ Sprint Relay Call Center Equipment

A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day, a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.

#### ■ Sprint or Telco Network

Facilities or an outage of facilities directly serving incoming TRS Relay calls will immediately be routed to one of the other Centers throughout the US. No inbound calls will be lost. Repair of Interexchange and Local Exchange fiber or network facilities typically requires less than eight hours.

#### ■ Due to Utilities or Disaster at the Center

Immediate rerouting of traffic occurs with any large-scale Relay Center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint Relay equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.

#### ■ Due to Telco Facilities Equipment

A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the relay call center. In this case, normal Sprint Relay traffic rerouting will apply.

## TROUBLE REPORTING PROCEDURES

The following information is required when a user is reporting trouble:

- ☐ Service Description
- ☐ Callers Name
- ☐ Contact Number
- ☐ Calling to/Calling from, if applicable
- ☐ Description of the trouble

Service disruptions or anomalies that are identified by users may be reported to the Sprint Relay Customer Service toll-free number at any time day or night, seven days a week. The Customer Service operator creates a trouble ticket and passes the information on to the appropriate member of Sprint’s Maintenance Team for action. Outside the normal business day, the SAMC will handle calls from the Customer Service RO 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint’s twelve sites across the United States TRS call centers to respond quickly to any event, including natural disasters.

## MEAN TIME TO REPAIR (MTTR)

MTTR is defined and detailed in Tables 1 and 2:

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table 1 – Time to Investigate + Time to Repair + Time to Notify

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Table 2 – Current MTTR Objectives

Sprint’s Mean Time to Repair is viewed from the customer’s perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

## ESCALATION PROCEDURES

If adequate results have not been achieved within two hours, the Contract Administrator or a user may escalate the report to the next level. The table below details the escalation levels.

Escalation Level	Contact	Phone
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2	Regional Maintenance Manager	Office Phone Number (913-794-1130)
3	Senior Manager, Technical Staff	Office Phone Number 913-794-3603

## Network Support Plan

### NETWORK DESIGN

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Sprint's service is provided over an all-fiber sophisticated management control networks that support backbone networks with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network provides critical advantages over the other carriers. These advantages include:

#### ■ Quality

Since voice and data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

#### ■ Economy

The overall quality, architecture, and advanced technology of digital fiber optics make transmission so dependable that it costs us less to maintain, thereby passing the savings on to our customers.

#### ■ Expandability

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

#### ■ Survivability

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads.

**Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to \_\_\_\_\_, and a competitive differentiation of the Sprint network.**

Network switched services are provided via 49 Southern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services.



Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control Centers. These factors combine to assure outstanding network performance and reliability for the State.

## NETWORK CRITERIA

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### ■ System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

### ■ Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

### ■ Minimized "single points of failure" including:

- Diversification of all facilities' demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.
- Deployment of multiple switches at large switching Centers. This prevents a single switch outage from disabling the site.

- Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:
- Utilization of established plans to respond effectively to these outages.
- The capability to rapidly deploy network transmission facilities when needed.
- Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

## FIBER BACKBONE LOOP TOPOLOGY AND RECONFIGURATION

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Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability.

## SPRINT ROUTE OUTAGE PREVENTION PROGRAMS

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### ■ Call Before You Dig Program

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

### ■ Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

### ■ Route Surveillance Program

This is a Network Operation's department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

## ■ Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

## ■ Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

## NETWORK MANAGEMENT AND CONTROL SYSTEMS

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Surveillance for the Sprint network is managed by the Network Operations Center located in Overland Park Kansas. In the event of a network problem causing customer degradation of service, Network Operations will notify the Service Assurance Management Center (SAMC) of Sprint's TRS Group. SAMC will then notify the appropriate PSC with a description of the problem and an estimated time of repair.

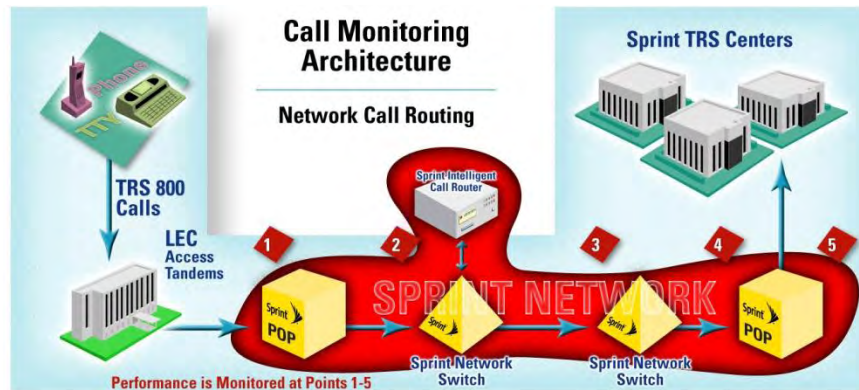
## INBOUND CALL ROUTING

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Sprint incorporates a dynamic routing system that continuously monitors circuit and RO availability to ensure calls are answered within the required time frames. This includes reporting for the long distance network and equipment, which many Relay providers are unable to provide, as well as reporting for the Relay network.

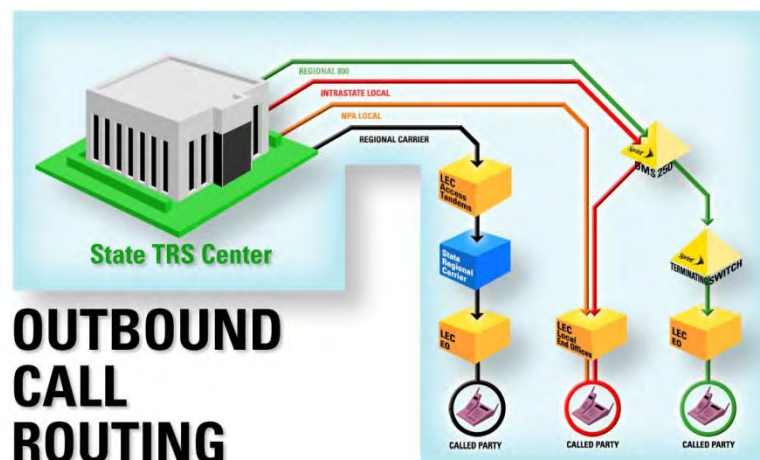
**Sprint's inbound configuration ensures that if an issue is identified anywhere in the network, it will be promptly addressed and reported.**

The Call Monitoring Architecture diagram in the figure below depicts the standard inbound call path to Sprint's Relay Center. Unlike other Relay providers, Sprint monitors each leg of the inbound call path at the points shown to ensure the call reaches the Relay Center with little to no blocking.



Call Monitoring Architecture Diagram

The Network Design Configuration for Outbound Calling in the figure below indicates the extensive complexity of Sprint's Relay platform, including standard call paths for local, intra-state, regional 800, and COC calls.



Outbound Routing Diagram

## **CapTel Disaster Recovery Plan**

### **CAPTEL OUTAGE PREVENTION STATUS**

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Sprint will provide FCC compliant CapTel® service from the two CapTel call centers in Madison and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates the two current CapTel and WebCapTel® call centers in the nation. These unique centers operate with enough terminals for 200 ROs each, along with support personnel, Technicians, and Supervisors.

Both CapTel call centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two CapTel call centers ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

### **SPRINT OUTAGE NOTIFICATION FROM CAPTEL CALL CENTER**

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Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

- A complete (100 percent) loss of the CapTel Service Center, OR
- Any partial loss of service in excess of 15 minutes that is service affecting.  
Examples of such a loss in service include:
  - An accidental switch rebooting
  - Loss of transmission facilities through the telephone network
  - Terrorist attack
  - Bomb threat or other work stoppage
  - Sudden loss of agent position capabilities.
  - Impact to minimum ASA / Speed of Answer times
  - Acts of God

Contact from the CapTel Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- 1.) What time did the outage happen in CENTRAL TIME?

- 2.) What caused it?
- 3.) Which customers are (or were) impacted?
- 4.) What is (was) the solution to restore service?
- 5.) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Selznick Product Innovation Manager	913-663-7278 <a href="mailto:Dennis.A.Selznick@sprint.com">Dennis.A.Selznick@sprint.com</a>  After Hours: <a href="mailto:getdennis@gmail.com">getdennis@gmail.com</a> (pager) 913-231-1386 (cell)
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 <a href="mailto:Pam.Frazier@captelmail.com">Pam.Frazier@captelmail.com</a>  After Hours: 608-516-7517 (cell) 608-832-6233 (home)
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 <a href="mailto:Jayne.Turner@ultratec.com">Jayne.Turner@ultratec.com</a>  After Hours: 608-274-0598 (home)

Table 44 – Sprint CapTel Outage Escalation

## SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: <a href="mailto:John.E.Moore@sprint.com">John.E.Moore@sprint.com</a> Pgr: <a href="mailto:jmoore45@sprintpcs.com">jmoore45@sprintpcs.com</a>
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: <a href="mailto:Angela.Officer@sprint.com">Angela.Officer@sprint.com</a>
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable RO positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retailed at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

## DISASTER RECOVERY FOLLOW-UP

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Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

## DISASTER RECOVERY POST-MORTEM DOCUMENTATION

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Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?
- 6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

## TIME FRAMES FOR SERVICE RESTORATION

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### ■ Complete loss of service due to equipment

- Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

■ Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

■ Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

- Two hours at first level,
- Four hours at second level
- Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

■ Partial loss of service – Due to Equipment

- Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

■ Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

■ Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

- Eight hours at first level
- Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.



## TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

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All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- Callers Name
- Contact Number
- Calling to / Calling from if applicable
- Description of the trouble
- Customer service can also be reached by emailing [captel@captelmail.com](mailto:captel@captelmail.com).

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 <a href="mailto:captel@captelmail.com">captel@captelmail.com</a>
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 <a href="mailto:Pam.Holmes@captelmail.com">Pam.Holmes@captelmail.com</a>
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 <a href="mailto:Pam.Frazier@captelmail.com">Pam.Frazier@captelmail.com</a>
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 <a href="mailto:Jayne.Turner@ultratec.com">Jayne.Turner@ultratec.com</a>

Table 46 – CapTel Customer Service Escalation Procedures

## ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

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CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call



# Appendix F

## TRS Information in Telephone Directories

# dex

Official Directory | CenturyLink

To stop delivery of future directories  
visit [www.yellowpagesoptout.com](http://www.yellowpagesoptout.com)

To stop delivery of this or any other  
directory within the City of Seattle  
go to [seattle.gov/stopphonebooks](http://seattle.gov/stopphonebooks).  
For more ways to opt-out and info  
in other languages see page 3.

Issued June 2012

## Seattle

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## directory to phone service



8851 Sandy Parkway  
Sandy, UT 84070

**Customer Service Number:** 800 421-3872

**Web Address:** www.xo.com



1520 4th Avenue, Ste. 500  
Seattle, WA 98101

**Customer Service Number:** 888 588-1501

**Web Address:** www.X5Solutions.com

## services for customers with disabilities

**CenturyLink's Center for Customers with Disabilities**

Hours: 7 a.m. - 4:30 p.m., Monday - Friday, Pacific Time

CenturyLink provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice ..... 800 223-3131  
Fax ..... 866 826-4839

**CenturyLink's Disabilities Consultants Can:**

- Explain the long-distance service for TTY users using CenturyLink long-distance service. (Eligibility requirements must be met to qualify for discounts.)
- Order or disconnect telephone service and answer billing questions.
- Handle CenturyLink repair requests.
- Establish Directory Listings for TTY users. Listings may appear with or without an address and indicate a TTY is used.
- Establish non-published or information-only listings for TTY customers at no charge.

**CenturyLink's Directory Assistance Service**

- CenturyLink's Directory Assistance service is an automated voice response service.
- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
- If a vision or mobility disability prevents you from using our automated voice response directory assistance and operator services, we offer a billing exemption for these services.
- Our Consultants can explain eligibility requirements.

**CenturyLink Print Material**

- CenturyLink offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotape, upon request.
- Contact our representatives for more information.  
800 223-3131 (Voice/TTY)

**Amplified Pay Phones**

Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

**AT&T's Operator Service for TTY**

(24-hours) ..... 800 855-1155

**CenturyLink's Center for Customers with Disabilities (cont'd)****Washington Relay Service****Dial 7-1-1 or Special Toll Free Numbers**

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Washington Relay Service numbers listed here. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. This service will handle local and long-distance calls. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.

**Telephone Numbers for Washington Relay Service:**

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Spanish (V/TTY) ..... 877 833-6399  
(Voice) ..... 877 833-6398  
Speech to Speech ..... 877 833-6341  
Telebraille ..... 800 833-6385  
TTY ..... 800 833-6388  
VCO ..... 800 833-6386  
Voice ..... 800 833-6384

**Customer Service**

English (VTTY) ..... 800 676-3777  
Spanish (V/TTY) ..... 800 676-4290  
Pay Per Call Service ..... 900 230-3327

**Types of TRS Calls**

- Computer (ASCII) users can access Washington Relay Service by setting the communications software to the following protocols: transmission speed of 1200 baud or above using modem settings of Full Duplex, Non-Host or Local-Echo-On mode, Full Duplex.
- Hearing-Carry-Over: HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.

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## services for customers with disabilities

### Types of TRS Calls (cont'd)

- **Internet Relay:** Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.
- **Spanish Relay:** Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.
- **Speech-to-Speech:** STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.
- **Text telephone (TTY):** Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.
- **Voice-Carry-Over:** VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone.

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### TTY Users and Emergency Assistance.....9-1-1

TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

### Telecommunications Equipment Distribution Program

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Continued next column

## Seattle local calling region

For CenturyLink customers, the following is a list of CenturyLink-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent companies. This information was current as of February, 2012.

#### Seattle (\*) 206 to:

Auburn **253** (288, 333, 351, 735, 804, 833, 876, 887, 931, 939)

Bainbridge Island **206** (780, 842, 855)

Bellevue (\*\*) **425**

Des Moines **206** (592, 824, 870, 878)

**253** (528, 529, 661, 815, 835, 838, 839, 874, 941, 945, 946)

Issaquah **425** (313, 369, 391, 392, 394, 427, 557, 837)

Kent **253** (372, 373, 395, 437, 487, 520, 630, 631, 638, 639, 657, 813, 850, 852, 854, 856, 859, 872)

Maple Valley **425** (413, 432, 433)

Renton **425** (203, 204, 226, 227, 228, 234, 235, 251, 254, 255, 271, 277, 291, 393, 430, 477, 656, 687, 793, 917, 965)

\*Seattle Prefixes **206** (205, 213, 214, 215, 216, 217, 218, 220, 221, 223, 224, 230, 232, 233, 236, 239, 241, 242, 243, 244, 246, 248, 254, 256, 262, 263, 264, 265, 269, 270, 272, 273, 275, 277, 281, 282, 283, 284, 285, 286, 287, 292, 296, 297, 298, 301, 302, 303, 306, 318, 320, 322, 323, 324, 325, 326, 328, 329, 332, 340, 341, 342, 343, 344, 345, 346, 352, 358, 359, 361, 362, 363, 364, 365, 366, 367, 368, 370, 373, 374, 377, 378, 381, 382, 386, 389, 394, 398, 404, 405, 410, 416, 417, 418, 421, 431, 433, 439, 440, 441, 442, 443, 444, 447, 448, 449, 461, 464, 467, 469, 470, 490, 500, 504, 506, 509, 515, 516, 517, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 544, 545, 547, 548, 553, 554, 568, 574, 575, 583, 585, 587, 598, 599, 613, 615, 621, 622, 623, 624, 625, 626, 628, 632, 633, 634, 652, 654, 655, 658, 662, 667, 675, 682, 684, 685, 689, 691, 692, 706, 709, 716, 720, 721, 722, 723, 725, 726, 727, 728, 729, 731, 732, 733, 748, 749, 757, 760, 762, 763, 764, 766, 767, 768, 770, 772, 781, 782, 783, 784, 787, 788, 789, 797, 808, 835, 839, 860, 861, 884, 897, 901, 903, 906, 913, 923, 925, 932, 933, 935, 937, 938, 956, 965, 969, 982, 985, 987, 988, 991, 993, 995, 997, 998)

\*\*Bellevue Prefixes **425** (373, 378, 383, 401, 440, 450, 451, 452, 453, 454, 455, 456, 457, 462, 467, 468, 562, 564, 590, 603, 614, 635, 637, 638, 641, 643, 644, 646, 649, 653, 688, 709, 746, 747, 748, 865, 957, 973, 990)

# dex

Official Directory



CenturyLink



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Issued March 2012

## Tacoma

and Surrounding Area

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# services for customers with disabilities

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Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

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Continued next column

## Washington Relay Service (cont'd)

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(Voice) .....	877 833-6398
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Spanish (V/TTY) ..... 800 676-4290

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# services for customers with disabilities

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## Tacoma/Puyallup & Pierce County local calling region

For CenturyLink customers, the following is a list of CenturyLink-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent telephone companies. This information was current as of December, 2011.

### Graham 253 (846, 847, 875) to:

Puyallup 253 (\*\*)  
Roy 253 (843)  
Tacoma 253 (\*\*\*)  
Tacoma-Waverly 253 (\*\*\*\*)

### Puyallup 253 (\*\*) to:

Graham 253 (846, 847, 875)  
Sumner 253 (826, 862, 863, 891)  
Tacoma 253 (\*\*\*)  
Tacoma-Waverly 253 (\*\*\*\*)

### Roy 253 (843) to:

Graham 253 (846, 847, 875)  
Tacoma 253 (\*\*\*)  
Tacoma-Waverly 253 (\*\*\*\*)

### Sumner 253 (826, 862, 863, 891) to:

Auburn 253 (\*)  
Buckley 360 (829)  
Enumclaw 360 (802, 825)  
Puyallup 253 (\*\*)  
Tacoma 253 (\*\*\*)  
Tacoma-Waverly 253 (\*\*\*\*)

### Tacoma 253 (\*\*\*) to:

Graham 253 (846, 847, 875)  
Puyallup 253 (\*\*)  
Roy 253 (843)  
Sumner 253 (826, 862, 863, 891)  
Tacoma-Waverly 253 (\*\*\*\*)

### Tacoma-Waverly 253 (\*\*\*\*) to:

Auburn 253 (\*)  
Des Moines  
206 (592, 824, 870, 878)  
253 (528, 529, 661, 815, 835, 838, 839, 874, 941, 945, 946)  
Federal Way 253 (529, 661, 815, 835, 838, 839, 874, 941, 945, 946)  
FedWy/Tac 253 (661, 815, 835, 838, 874)  
Graham 253 (846, 847, 875)  
Puyallup 253 (\*\*)  
Roy 253 (843)  
Sumner 253 (826, 862, 863, 891)  
Tacoma 253 (\*\*\*)

\* Auburn 253 (288, 333, 351, 735, 804, 833, 876, 887, 931, 939)

\*\* Puyallup 253 (435, 445, 446, 697, 770, 840, 841, 845, 848, 864)

\*\*\* Tacoma 253 (207, 272, 274, 280, 305, 371, 382, 383, 396, 403, 404, 426, 427, 428, 459, 460, 471, 472, 473, 474, 475, 476, 502, 512, 531, 534, 535, 536, 537, 538, 539, 548, 552, 564, 565, 566, 571, 572, 573, 581, 582, 583, 584, 588, 589, 591, 593, 594, 596, 597, 627, 671, 680, 692, 751, 752, 756, 759, 761, 779, 792, 798, 879, 912, 934, 964, 982, 983, 984)

\*\*\*\* Tacoma-Waverly 253 (568, 754, 896, 922, 924, 925, 926, 927, 928, 942, 943, 944, 952)



# dex

Official Directory



CenturyLink

To stop delivery of future directories  
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Issued February 2012

## Bellingham Whatcom County

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Everson, Ferndale, Glacier, Laurel  
Lummi Island, Lynden, Maple Falls  
Nooksack, Point Roberts, Sumas

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Download a reader at [DexKnows.com/Scan](http://DexKnows.com/Scan)



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- Hearing-Carry-Over: HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.
- Internet Relay: Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.
- Spanish Relay: Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.
- Speech-to-Speech: STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.
- Text telephone (TTY): Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.
- Voice-Carry-Over: VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone.

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## services for customers with disabilities

### TTY Users and Emergency Assistance.....9-1-1

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The Office of the Deaf and Hard of Hearing (ODHH) provides telecommunications equipment for deaf, hard of hearing, deaf-blind and speech impaired residents of Washington state. For more information, contact ODHH at 360 902-8000 (V/TTY), 800 422-7930 (V/TTY) or <http://www.dshs.wa.gov/hrsa/odhh/ted.shtml>.

## Bellingham local calling region

For CenturyLink customers, the following is a list of CenturyLink-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent telephone companies. This information was current as of November, 2011.

### Bellingham 360 (\*) to:

\*Bellingham 360 (527, 647, 650, 671, 676, 714, 715, 733, 734, 738, 752, 756, 758, 778, 788)

## long-distance calling

Washington and Oregon's area code map is shown here.

### Calling Long-distance

#### Calling Long-distance Within Washington

Many companies provide long-distance calling within Washington. Make long-distance calls within Washington by dialing 1 + area code + the telephone number. You will be billed by the company that handles your call.

#### Other Types of Long-distance Calls

#### Calling Long-distance Outside Your Calling Area

Contact your long-distance company for rates and dialing instructions for calls outside your local calling area.

#### International Calls

Contact your long-distance company for information on international calling rates and dialing instructions. International area codes are listed on page 6.



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Issued September 2011

## Spokane Coeur d'Alene Spokane Valley

and Surrounding Area



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# services for customers with disabilities

## CenturyLink's Center for Customers with Disabilities

Hours: 7 a.m. - 4:30 p.m., Monday - Friday, Pacific Time

CenturyLink provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice ..... 800 223-3131  
Fax..... 866 826-4839

### CenturyLink's Disabilities Consultants Can:

- Explain the long-distance service for TTY users using CenturyLink long-distance service. (Eligibility requirements must be met to qualify for discounts.)
- Order or disconnect telephone service and answer billing questions.
- Handle CenturyLink repair requests.
- Establish Directory Listings for TTY users. Listings may appear with or without an address and indicate a TTY is used.
- Establish non-published or information-only listings for TTY customers at no charge.

### CenturyLink's Directory Assistance Service

- CenturyLink's Directory Assistance service is an automated voice response service.
- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
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- Our Consultants can explain eligibility requirements.

### CenturyLink Print Material

- CenturyLink offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotope, upon request.
- Contact our representatives for more information.  
800 223-3131 (Voice/TTY)

### Amplified Pay Phones

Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

## AT&T's Operator Service for TTY

(24-hours)..... 800 855-1155

## Washington Relay Service

### Dial 7-1-1 or Special Toll Free Numbers

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Washington Relay Service numbers listed here. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. This service will handle local and long-distance calls. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.

Continued next column

## Washington Relay Service (cont'd)

### Telephone Numbers for Washington Relay Service:

HCO ..... 800 833-6388  
Spanish (V/TTY) ..... 877 833-6399  
(Voice) ..... 877 833-6398  
Speech to Speech ..... 877 833-6341  
Telebraille..... 800 833-6385  
TTY ..... 800 833-6388  
VCO ..... 800 833-6386  
Voice..... 800 833-6384

### Customer Service

English (VTTY) ..... 800 676-3777  
Spanish (V/TTY) ..... 800 676-4290

**Pay Per Call Service** ..... **900 230-3327**

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### TTY Users and Emergency Assistance ..... 9-1-1

TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

# services for customers with disabilities

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## Spokane local calling region

For CenturyLink customers, the following is a list of CenturyLink-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent telephone companies. This information was current as of June 2011.

**Deer Park (262, 276) to:**

Loon Lake (233)  
Spokane (\*)  
Springdale (258)

**Elk (292) to:**

Green Bluff (238)  
Spokane (\*)

**Green Bluff (238) to:**

Elk (292)  
Spokane (\*)

**Liberty Lake (255) to:**

Spokane (\*)

**Loon Lake (233) to:**

Deer Park (262, 276)  
Spokane (\*)

**Newman Lake (226) to:**

Spokane (\*)

**Spokane (\*) to:**

Deer Park (262, 276)  
Elk (292)  
Green Bluff (238)  
Liberty Lake (255)  
Loon Lake (233)  
Newman Lake (226)  
Springdale (258)

**Springdale (258) to:**

Deer Park (262, 276)  
Spokane (\*)

\*Prefixes: (227, 228, 244, 313, 323, 324, 325, 326, 327, 328, 329, 353, 354, 358, 363, 368, 441, 443, 448, 455, 456, 458, 459, 464, 465, 466, 467, 468, 473, 474, 482, 483, 484, 487, 489, 495, 532, 533, 534, 535, 536, 568, 622, 623, 624, 625, 626, 742, 744, 747, 828, 835, 838, 891, 892, 893, 921, 922, 924, 926, 927, 928, 944)



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Issued August 2011

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**Pasco (542, 543, 544, 545, 546, 547) to:**  
Pasco (542, 543, 544, 545, 546, 547)

## long-distance calling

Washington and Oregon's area code map is shown below.

### Calling Long-distance Within Washington

Many companies provide Long-distance calling within Washington. Make Long-distance calls within Washington by dialing 1 + area code + the telephone number. You will be billed by the company that handles your call.

### Other Types of Long-distance Calls

#### Calling Long-distance Outside Your Calling Area

Contact your Long-distance company for rates and dialing instructions for calls outside your local calling area.

#### International Calls

Contact your Long-distance company for information on international calling rates and dialing instructions. International area codes are listed on page 6.





# Appendix G

## Copies of Newsletters

# Office of the Deaf & Hard of Hearing

## Community Review

SUMMER 2007

Volume 4, Number 3

Washington State Department of Social and Health Services



## Message from the Director

Many people may know about ODHH's role in managing the telecommunications relay service, equipment distribution program, and regional service centers of the deaf and hard of hearing. However, some people may not be aware of the important role ODHH has within the Department of Social and Health Services (DSHS). Our state law that identifies services to be provided by ODHH also allows ODHH to assist DSHS programs in meeting reasonable accommodation needs required by Title II (State and Local Governments) of the federal Americans with Disabilities Act of 1990 (ADA).

Title II of the ADA requires that DSHS provide accommodations when necessary in order to provide equal access and effective communication for deaf, hard of hearing, and deafblind individuals needing DSHS programs, services, and activities. Many who are deaf, hard of hearing, or deafblind have different communication needs. It is

a challenge for DSHS employees to provide accommodations to communicate effectively with these individuals.

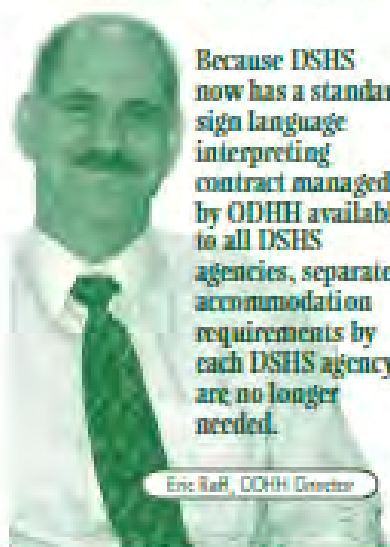
To remove communication barriers facing people with hearing or speech loss, DSHS had Administrative Policy 7.20 which was titled "Communication Access for Persons Who Are Deaf, Hard of Hearing, Deafblind and Speech Disabled." Most of the language was about interpreting for deaf clients. At the time, DSHS did not have a standard contract for sign language interpreting services. Each agency had to write its' own interpreting contracts. The old policy was written to carry out the requirements of those contracts.

However, because DSHS now has a standard sign language interpreting contract managed by ODHH available to all DSHS agencies, separate accommodation requirements by each DSHS agency are no longer needed. Recently, ODHH staff, advisory committee, and other important stakeholders revised the policy to eliminate most of the interpreter contract requirements and instead include the ADA requirements. The revised policy still acknowledges interpreting but recognizes other accommodations for persons with communication barriers. The policy guides DSHS in how to provide accommodations that meet individual needs so that those individuals may have equal access opportunities to effective communication as enjoyed by those without disabilities.

This revised policy is also aligned with goals identified in the ODHH Strategic Plan 2007-2011. These goals include accommodations such as assistive listening systems, real-

time captioning (CART), assessing DSHS employees' sign language proficiency, and video remote interpreting (VRI). Starting this July, ODHH will begin working on these goals/accommodations to better serve you and DSHS!

See the resources listed on page 8.



**Because DSHS now has a standard sign language interpreting contract managed by ODHH available to all DSHS agencies, separate accommodation requirements by each DSHS agency are no longer needed.**

Eric Baer, ODHH Director

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**Office of the Governor**

Christine Gregoire

**DSHS Secretary**

Robin Arnold-Williams

**DSHS Deputy Secretary**

Blake Chard

**ODHH**

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Robert Lichtenberg, Assistant Director

Ryan Bondroff, IRA Program Manager

Brian Clark, IT Network Manager

Lucas Doolman, Office Assistant

Emily Hill, SLIM Program Manager

Lion Ngo-Tran, Fiscal Officer

Rena Patch, Executive Assistant

Steve Peck, TRS Program Manager

Kelly Robison, TED Program Manager

Claudia Foy, SHS Program Manager

Colleen Rozmaryn, ACT Program Manager

Ausha V. Potts, Program Support

Jennifer Chowning, Program Support

Joannie Kay, Customer Service

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# Vincenzo Andrew Gulotta

Patriarch of the Deaf Community passed away  
on Sunday, June 24, 2007

Vincenzo Andrew Gulotta was born at St. Elizabeth's Hospital in Yakima, WA, on November 16, 1924 to Leonarda and Andrew Gulotta. Vincenzo was the youngest of three children. Vincenzo was born deaf and attended Washington School for the Deaf (WSD) in Vancouver, WA since he was 5 ½ years old. He graduated from WSD in 1943. While attending school, he was very active in sports and won many awards and trophies. After graduating from WSD, he held a variety of jobs.

On July 16, 1954 he married Mary Ann Unser Mantas. They had one son (Vincent Andrew) who was stillborn. They raised Mary's two daughters, Shirley and Carol whom he loved dearly and was proud to be called their "Dad". His beloved wife Mary died in 1984. On October 8, 1994, Vincenzo married his 2<sup>nd</sup> wife, Shirley Sloan Nelson Gulotta where he gained an extended family.

Shortly after his retirement with Boise Cascade for 37 years in 1990, he worked part-time at Central Washington Service Center for the Deaf and Hard of Hearing (CWSCDHH) as a TTY Trainer, traveling all over Central Washington training people, businesses and agencies on how to use the TTY and Washington Relay Service. In 1993, Vincenzo enrolled in Yakima Valley Community College (YVCC) to pursue his lifelong dream for a college degree. In 1999 (at the age of 74) he was the first deaf person to graduate from YVCC. From 2000 to 2004 he taught American Sign Language in the Foreign Language Department at Central Washington University. Vincenzo served on the Board of Directors for CWSCDHH. He was an active member in the Washington State Association for the Deaf, (WSAD) Washington School for the Deaf Alumni Association, (WSD-AA), Past President of the Yakima Valley Association of the Deaf (YVAD) where he was an avid recycler up to the time of his death to raise funds to support the deaf community causes, where he was honored for his outstanding leadership, dedication and service. He was a member of Lower Naches Grange, St. Joseph Church, and the Sons of Italy Lodge.

Being a person with a high energy level, Vincenzo had a variety of jobs and hobbies, his hands and mind were never idle. Being deaf never got in the way of him doing or trying whatever he put his mind to do. He was truly a role model for deaf and hearing alike. In 1972, he was volunteer assistant at Yakima Valley Community College for sign language. He also volunteered many years to teach sign language to hearing people of EARS (Employment Rehabilitation Society).

His hobbies included bowling (he has many trophies and sponsored a team), biking, dancing, carpentry, cabinet maker, computers, historian (he has compiled many books on the Yakima Deaf Community), bocce, and all sports, both in school and YMCA. He even had the distinction of playing a game with the Harlem Globetrotters when they were in Yakima.

Vincenzo was a staff member of South Eastern Washington Service Center of the Deaf and Hard of Hearing (SEWSCDHH) where he taught sign language classes to Yakima Police Department, DSHS, and Work Source employees.



November 16, 1924  
to June 24, 2007

# Introducing ALDA to the Pacific Northwest

By Christine Seymour

When late deafness impacted my life causing me to leave my chosen field, it was people I met through the Association of Late Deafened Adults (ALDA) that took a chance on me by inviting me to come to California and try my hand at providing support services to hard of hearing and late deafened adults for Deaf Counseling Advocacy and Referral Agency (DCARA). That experience gave me the skills I need to return home to provide those same services to members of my own community at Hearing Speech and Deafness Center (HSDC) in Tacoma.

As the new President-Elect of ALDA, Inc and managing editor of the ALDA News, I am anxious to introduce ALDA to the Pacific Northwest. The newest chapter, ALDA Puget Sound had its first meeting on April 1 and has recruited members from Everett and Seattle, in Bellevue, Kent and Auburn, Tacoma, Olympia, McLeary and Port Orchard and Bremerton. ALDA's unique focus is the personal experience of hearing loss and expanded social activities for its members.

The mission of the Association of Late Deafened Adults (ALDA) is to support the empowerment of late deafened people. The mission is accomplished through Empowerment, Advocacy, Role Models and Support (EARS).

Late Deafened Adults are people who have lost their hearing in any degree after having acquired spoken language. ALDA members may or may not use hearing aids, may or may not use assistive listening devices, may or may not use cochlear implants and may or may not use sign language. What ALDA members DO is 'whatever works'. This is the philosophy that keeps the doors to ALDA wide open to anyone who is interested.

ALDA is committed to providing a support network and a sense of belonging to late deafened people, sharing our unique experiences, challenges and coping strategies, helping one another find practical solutions and psychological relief, and working together with other

organizations and service providers for our common good.

ALDA provides networking through local chapters and groups as well as our annual conference (ALDA-con) to be held this year in Rochester, NY from September 25-30, 2007. ALDA provides social activities, advocacy, peer support, up-to-date information on new technology, and guidance for late-deafened adults, their families and friends on ways to deal effectively with the difficulties arising from losing our hearing.

If you are interested in becoming part of ALDA you can join ALDA, Inc at [www.alda.org](http://www.alda.org). Memberships entitles you to receive the quarterly ALDA News that spotlights personal experiences of late-deafened people and the ALDA Biz annual report from the Board of Directors.

For more information about ALDA Puget Sound area or how you can bring ALDA to your community please contact me directly at [aldachristine@comcast.net](mailto:aldachristine@comcast.net).

ALDA welcomes you. We hope you will welcome ALDA.

## The NEW Sprint VRS

Just for YOU!  
July 1, 2007!

OLD: SprintVRS.tv  
NEW: SprintRelay.tv



### For Hearing Callers:

- ▶ Dial (877) 709-5776
- ▶ Give an IP number to a Video Interpreter to connect

### New Addresses:

- ▶ Voice Carry-Over: [vco.sprintrelay.tv](http://vco.sprintrelay.tv)
- ▶ Español: [espanol.sprintrelay.tv](http://espanol.sprintrelay.tv)
- ▶ Customer Service: [help.sprintrelay.tv](http://help.sprintrelay.tv)
- ▶ Computer with Webcam: [www.sprintvrs.com](http://www.sprintvrs.com)

Check it out!  
[www.sprintvrs.com](http://www.sprintvrs.com)

Sprint  
Relay



# Digital Revolution Excludes Closed Captioning

By James Hibbard

In the rush to create new digital products and make television programming available anytime, anywhere, the need for closed captioning is being overlooked. Viewing captions on high definition (HD) programming is a confusing process that has frustrated many viewers.

Mike Kaplan, who serves on the steering committee of the Hearing Loss Association of Los Angeles, said "Since 1993, closed captions have been built into every TV set larger than 13 inches. So why in 2007, with the latest great technology at our fingers, is it getting harder and harder to view captions?" The lack of closed captioning on new media doesn't only shut out deaf and hard-of-hearing viewers. According to a BBC study, 80 percent of households that use captions are watching the subtitles to learn the language or to follow a program in a noisy place.

The Federal Communications Commission (FCC) requires captions for broadcast and cable content. The rules do not cover Internet streaming or digital downloads. This makes providing closed captioning to those media more a matter of corporate responsibility than regulation.

The FCC rules do cover high-definition and video-on-demand delivery but experts complain that companies do not comply with regulations and have a lack of consumer awareness. The online video players do not include captions. Many viewers still feel chained to their traditional analog sets. Experts on both sides of the issue agree that's not a cost issue... the price of converting televised caption text for the Web is only about \$200 per episode. Once a software system is in place, that cost tends to decrease further.

For high-definition broadcasts, closed captioning raises tricky technological problems. Traditional analog broadcasts have captions inserted in the signal that are decoded by the TV set. But HD captions are part of a separate data stream decoded by a set-top box (unless they are viewed with an over-the-air antenna). To view the captions, every piece of hardware must be compatible and in sync.

Calling content operators, stations or device manufacturers

tend to lead the viewer into a maze of support personnel unfamiliar with captioning issues. "People getting HD service are running into endless cycles of finger-pointing between set manufacturers, cable and satellite companies, and individual channels," Mr. Kaplan said.

The FCC requires local broadcasters and cable and satellite operators to make captions available on HD broadcasts. New networks have a four-year window to comply so some smaller HD channels such as Universal HD have limited captioning, even though their content is largely from traditional networks. Very few cable network sites, including news networks, provide captions on their stories (CNN.com is an occasional exception).

Shortly after TelevisionWeek asked the FCC about the issue, the commission issued a formal advisory alerting viewers that they may experience problems receiving captions for HD broadcasts. The advisory said to contact the FCC to report companies that violate captioning rules.

Cable video-on-demand (VOD) services are considered channels by the FCC, yet they have a spotty track record on captioning. A Comcast representative said its VOD offerings are exempt from FCC requirements, citing the four-year exemption for new channels. Comcast said each VOD brand added – such as HBO and Discovery – should be counted as a new channel with four years to comply. That raises an issue: In the digital age, what is a channel? VOD is almost entirely reformatted content that has been on the air for years.

"The captioning capability is in place and we're providing that in accordance with the regulations," said Comcast spokesman Chris Ellis. "The amount of captioned content continues to increase."

Rather than wait for the FCC to update its regulations yet again, companies are urged to make captioning a higher priority.

Source: [http://tvweek.com/news/2007/06/closed\\_captioning\\_excluded\\_dig.php](http://tvweek.com/news/2007/06/closed_captioning_excluded_dig.php)  
Condensed and adapted by ODHH for publication purposes. (June 17, 2007)

## FCC News on Closed Captioning on DTV

The Federal Communications Commission (FCC) is concerned that consumers may experience difficulty in receiving and/or viewing closed captioning on some digital television (DTV) programming, including high definition television (HDTV), provided by a programming distributor such as a cable company or a satellite television provider. These difficulties generally could arise from two causes:

- 1) The consumer's set-top box and/or DTV are not properly set to allow closed captions to be displayed.
- 2) There are technical problems with the cable or satellite provider's system that prevent closed captions from being received and decoded by the set-top box and/or DTV.

**Read our Advisory for more information:** Closed Captioning for Digital Television <http://www.fcc.gov/ogb/consumeracts/tvccaptions.html>

Source: FCC-ConsumerNews

## Relaytionships

Washington Relay Service is a free service provided by Washington State Office of the Deaf and Hard of Hearing (ODHH) to ensure equal communication access to the telephone services for people who are deaf, hard of hearing, deaf-blind, and speech disabled.

Anyone wishing to use Washington Relay Service simply dials 711 to connect with a Communication Assistant (CA). The CA will dial the requested number and relay the conversation between the two callers.

**VOICE:** 1.800.833.6384

**TTY:** 1.800.833.6388

**VCO:** 1.800.833.6386

**STS:** 1.877.833.6341

**HCO:** 1.800.833.6388

**TB:** 1.800.833.6385

**CUSTOMER SERVICE (ENGLISH)**

1.800.676.3777

**CUSTOMER SERVICE (SPANISH)**

1.800.676.4290



**WASHINGTON  
RELAY**

[www.washingtonrelay.com](http://www.washingtonrelay.com)



Have a loved one, friend, or co-worker  
you want to call today?

You can, with Washington  
Telecommunications Relay Service.

Making a call will never be difficult again!

## Do you need ODHH publications in other reading formats or in a foreign language?

*Information, Referral and Advocacy Updates*  
By Ryan Bondroff

ODHH can provide ODHH-related program information in Large-Print or Braille format or in a foreign language.

### Large-Print and Braille Formats

We have new large print brochures about ODHH's programs and the Telecommunication Equipment Distribution program. For people who request Braille materials, we can provide those brochures and other ODHH related materials as well.

### Foreign Language Format:

If you prefer to read ODHH materials in a foreign language such as Spanish, Russian, Chinese, French, etc. We can have ODHH materials translated in any language that meet your language needs.

Please contact Ryan Bondroff to request materials in your preferred foreign language or reading format (large print or Braille) via email at: [bondroffryan@dshs.wa.gov](mailto:bondroffryan@dshs.wa.gov) or call 1-(800) 422-7930. You can also use Videophone (VP) to contact ODHH. We will complete your request and mail the materials to you.

## Back Issues of ODHH Community Review

Office of the Deaf and Hard of Hearing has back issues available for anyone who is interested in receiving them. Please contact ODHH at (800) 422-7930 VTTY or email [ODHH@dshs.wa.gov](mailto:ODHH@dshs.wa.gov) to let us know which newsletter and how many copies you need. We'll be happy to send you those newsletters.

### List of Back Issues:

1. Spring 2004, Volume 1, Number 1
2. Fall 2004, Volume 1, Number 2
3. Winter 2005, Volume 2, Number 1
4. Summer 2005, Volume 2, Number 2
5. Fall 2005, Volume 2, Number 3 – Regular and Large Print available
6. Winter 2006, Volume 3, Number 1
7. Summer 2006, Volume 3, Number 2
8. Fall 2006, Volume 3, Number 3
9. Winter 2007, Volume 4, Number 1
10. Spring 2007, Volume 4, Number 2



## New Information for Deaf-Blind Washingtonians

The Association of Blind Citizens has an Assistive Technology Fund, which provides funds to cover 50% of the retail price of adaptive equipment or software. The equipment covered by this program must sell for a minimum of \$200 with a maximum price of \$6,000.

### Eligibility Criteria for Application is:

- Applicants must be legally blind,
- Must be a resident of the United States,
- Have a family income of less than \$50,000, and
- Have cash assets of less than \$20,000.

There are two application deadlines per year: June 30 and December 31. Applicants may apply once during a calendar year. For more information, email [atf@blindcitizens.org](mailto:atf@blindcitizens.org). You can also visit the website which is [www.blindcitizens.org](http://www.blindcitizens.org).



## Washington Prescription Drug Program (WPDP)

By Ryan Bondroff

The Washington Prescription Drug Program is a new prescription drug discount program. Through WPDP, when you receive a prescription discount card, you save up to 20% on name brand prescriptions and 60% on generic prescriptions. This program is open to all Washington residents regardless of age and income. There are no eligibility / enrollment requirements or fees for anyone to join.

You can enroll online, download the enrollment form, or call ODS at (800) 913-4146 (voice) to ask for an enrollment form to be mailed to you.

More information can be found at [www.rx.wa.gov](http://www.rx.wa.gov)

Governor Gregoire requested this program and it was supported by Washington State Legislature. You can also see the Governor Gregoire's press release at <http://www.governor.wa.gov/news/newsview.asp?pressRelease=517&newsType=1>



# Sign Language Interpreter Management Program News

By Emily Hill

**DSHS has a new Sign Language Interpreter Services contract to serve our clients and employees!** On June 30, 2007, the Sign Language Interpreter Services Contract expired, making way for a new one to begin on July 1. There are several changes to the new contract. Specific rate information can be found on the Sign Language Interpreter Management pages of the ODHH website (<http://odhh.dshs.wa.gov>).

## Base rate

Payment for the first hour of all appointments will be calculated at 1.5 times the interpreter's hourly rate bid for by the contractor. Additional hours of interpreting service will be calculated at the regular hourly rate. (For example, if an interpreter or contractor bids \$50 per hour, payment for the first hour will be \$75 and payment for any subsequent hours will be at \$50 per hour.) All purchasers will be required to pay the base rate for all appointments, including those lasting less than one hour.

## Hourly rates

Contractors will pay all interpreters the entire hourly rate (and base rate) for which they bid. Contractors shall not deduct any portion of the contractor service fee from the interpreters' hourly rate.

## Contractor Service Fee

A fee (of no more than \$30) is paid directly to the contractor for services provided. The contractor service fee covers administrative requirements of this contract (scheduling, billing, reporting, etc.). This fee will be paid for each billable appointment, per requested interpreter, in accordance with the guidelines established in the contract.

## Emergency Rate

For emergency appointments, a \$5 additional charge per hour will be added to the interpreter's hourly rate. An emergency appointment is defined as a legal, medical (non-Medicaid), Child Protective Services (CPS), or Adult Protective Service (APS) ap-

pointment that may be scheduled with one hour or less notice to the contractor. Emergency appointments may happen at any time during the day, night, or weekend.

## Mileage

DSHS does not pay for travel time. Mileage rate will be reimbursed in accordance with the prevailing Office of Financial Management (OFM) Policy & Guidelines rate which is currently \$ .485 per mile.

Mileage will be reimbursed on a "from address of origin" (address where the interpreter came from) to "address of appointment" basis. Mileage from the "address of appointment" to "address of destination" (address where the interpreter will go after the appointment) will be paid if the interpreter is traveling from the appointment to the interpreter's home or place of business. If the interpreter is traveling to subsequent appointments, the mileage to those appointments and the return trip to the interpreter's home or place of business must be paid by the subsequent requesters.

## Contractors

### INDIVIDUAL FREELANCE INTERPRETERS

**Roxie Andrews, CVCT**  
University Place, WA  
(253) 861-5251 phone  
[randrews164@juno.com](mailto:randrews164@juno.com)  
Contract 0745-19087

**Katherine E. Bunze, CVCT**  
Spokane, WA  
(509) 475-5597 phone  
[kbunze01@springps.com](mailto:kbunze01@springps.com)  
[Katherinebunze@msn.com](mailto:Katherinebunze@msn.com)  
Contract 0745-19100

**Isabella Cobb, NAD V, CSC**  
Olympia, WA  
(360) 450-8076 Home  
(360) 701-1372 Cell  
[Cobbir2u@comcast.net](mailto:Cobbir2u@comcast.net)  
Contract 0745-19084

**Michael E. Kosanovich, NAD V**  
Tacoma, WA  
(253) 686-6657 Phone  
(253) 750-7455 Fax  
[MEKosanovich@gmail.com](mailto:MEKosanovich@gmail.com)  
[admichaelcorp@net-venture.com](mailto:admichaelcorp@net-venture.com)  
Contract 0745-19090

**Polly L. MacLean, CSC**  
Lakewood, WA  
(253) 381-3547  
(253) 983-8905 Fax  
[pollym@gmail.com](mailto:pollym@gmail.com)  
[pollymac@santalink.net](mailto:pollymac@santalink.net)  
Contract 0745-19085

**Sarah Rasmussen, CVCT**  
Tacoma, WA  
(253) 222-3725 Phone  
[sarahra@gmail.com](mailto:sarahra@gmail.com)  
Contract 0745-19089

**Verna Siegel, CVCT**  
Centralia, WA  
(360) 280-8112 voice mail/pager  
(360) 763-6742 fax  
[Vmsiegel49@hotmail.com](mailto:Vmsiegel49@hotmail.com)  
Contract 0745-19088

### INTERPRETER REFERRAL AGENCIES

**ASL Professionals**  
PO Box 1359  
Orting, WA 98360  
(253) 750-7653  
(360) 897-0954 Fax  
[aslprofessionals@comcast.net](mailto:aslprofessionals@comcast.net)  
Contract 0745-19091

**Eastern Washington Center for the Deaf and Hard of Hearing**  
1206 N Howard  
Spokane, WA 99201  
(509) 328-9220  
(509) 327-4622 Fax  
[nancy@ewcdhh.org](mailto:nancy@ewcdhh.org)  
Contract 0745-19094

*continued on page 8*

*continued from page 7*

### **HandDancer Interpreter Services, LLC**

5320 Nelson Ave.  
Ferndale, WA 98248  
(360) 383-2293 Work  
(360) 739-1986 Cell  
(360) 383-2274 Fax  
kbuckmo@gmail.com  
Contract 0745-19102

### **Language Fusion, LLC**

400 East Evergreen Blvd, Suite 203  
Vancouver, WA 98660  
(360) 750-1112  
(888) 750-1112  
(360) 750-1125 Fax  
(877) 750-1125 Fax  
ask@languagefusion.us  
Contract 0745-19103

### **Northwest Interpreters, Inc.**

PO Box 65024  
Vancouver, WA 98665  
(360) 566-0492  
(360) 566-0453 Fax  
ask@nwiservices.com

### **Sign Shares Seattle Corporation**

2020 43rd Ave. E Suite 2  
Seattle, WA 98112  
(206) 334-0662  
(206) 332-0453 fax  
dfriesen@signshares.com

### **Signing Resources & Interpreters, LLC**

8002 NE Highway 99 #B-705  
Vancouver, WA 98665  
(877) 512-2346 Voice and Fax  
(866) 512-2346 TTY  
request@signingresources.com  
Contract 0745-19104

### **SignOn: A Sign Language Interpreting Resource, Inc.**

130 Nickerson St., Suite 107  
Seattle, WA 98109  
(206) 632-7100  
(206) 632-0405 Fax  
terps@signon2.com

### **Universal Language Service, Inc.**

PO Box 4147  
Bellevue, WA 98009  
(888) 462-0500  
(425) 454-8072  
(877) 516-4347 Fax  
(425) 454-3635 Fax  
unilang@ula.net

## **It's About Communication**

*By Colleen Rosemaryn*

According to the National Institute on Deafness and Communicative Disorders (NIDCD), at least 28 million Americans have hearing loss. Of that total population:

- 35% are hard of hearing (they hear and use sound at some level)
- 4% are late deafened (they had good hearing for most of their adult lives, then hearing diminished)
- 1% is "culturally Deaf" (they have their own customs and a language, American Sign Language).

In this issue of the ODHH newsletter I would like to review some of the services and referral information available for late deafened people.

**For help with the costs of hearing aids and other listening equipment contact:**

**Washington Access Fund**

WACF  
100 S. King Street, Suite 800  
Seattle, WA 98104  
1-800-214-8731 Voice  
1-800-808-8942 TTY  
E-mail: info@wacf.org  
Web: www.wacf.org

There are several other sources for assistance in buying hearing aids. Two of the top are:

**Northwest Lions Foundation for Sight & Hearing**

301 Brown Avenue, Suite 810  
Seattle, WA 98104-3534  
1-800-847-7936 Voice  
E-mail: info@nrlfoundation.org  
Web: www.nrlfoundation.org

**The Starkey Hearing Foundation's Hear Now Program**

6700 Washington Ave South  
Eden Prairie, MN 55344  
800.769.2700  
952.829.8586 Fax  
www.starkeyworldwidehear.org

Anyone who would like information about hearing loss and devices may contact ODHH's Information and Referral Manager, Ryan Bondroff at [rbondroff@odhwa.gov](mailto:rbondroff@odhwa.gov) or any of the ODHH Regional Service Centers listed in this newsletter.

## **Federal Resources**

*continued from page 1*

### **Department of Justice**

The Americans with Disabilities Act; Public Law 101-335  
<http://www.usdoj.gov/crt/ada/pub/ada.txt>

### **ADA Regulation for Title II**

<http://www.usdoj.gov/crt/ada/reg2.html>

**Title II Technical Assistance Manual Covering State and Local Government Programs and Services**

<http://www.usdoj.gov/crt/ada/taman2.html>

**Accessibility of State and Local Government Websites to People with Disabilities**

<http://www.usdoj.gov/crt/ada/websites2.htm>

**Access for 9-1-1 and Telephone Emergency Services**

<http://www.usdoj.gov/crt/ada/911ta.htm>

# Video Relay Service (VRS) Providers List

**ATTVRS**

AT&amp;T

Web: [www.attvrs.com](http://www.attvrs.com)

Videophone: ATTVRS.TV

**CAVRS**

Communication Access Center

Web: [www.cacvrs.org](http://www.cacvrs.org)

Videophone: CACVRS.TV

**CSDVRS**

Communication Service for the Deaf

Web: [www.csdvrs.com](http://www.csdvrs.com)

Videophone: CSDVRS.TV

**HAMILTON**

Hamilton Relay

Web: [www.hrpvrs.com](http://www.hrpvrs.com)

Videophone: HAMILTONVRS.TV

**HAWK RELAY**

Hawk Relay

Web: [www.hawkrelay.com](http://www.hawkrelay.com)

Videophone: HAWKRELAY.TV

**HOVRS**

Hands On

Web: [www.hovrs.com](http://www.hovrs.com)

Videophone: HOVRS.TV

**I711 VRS**

I711

Web: [www.I711.com](http://www.I711.com)

Videophone: PREVIEW.I711.COM

**LIFELINKS VRS**

LifeLinks

Web: [www.lifelinksvrs.com](http://www.lifelinksvrs.com)

Videophone: 69.18.207.166

**NextTalk VRS**

NextTalk

Web: [www.nexttalk.net](http://www.nexttalk.net)

Videophone: (see website for details)

**SORENSONVRS**

Sorenson Communications

Web: [www.sorensonvrs.com](http://www.sorensonvrs.com)

Videophone: 866-327-8877 (its own videophone, see website for details)

**SPRINTVRS**

Sprint

Web: [www.sprintvrs.com](http://www.sprintvrs.com)

Videophone: SPRINTRELAY.TV

**SNAPVRS**

Snap Telecommunications

Web: [www.snapvrs.com](http://www.snapvrs.com)

Videophone: CALL.SNAPVRS.COM

**VERIZON VRS**

Verizon

Web: [www.ip-vrs.com](http://www.ip-vrs.com)

Videophone: TV.IPVRS.COM

**Viable VRS**

Viable, Inc.

Web: [www.viable.net/vv](http://www.viable.net/vv)

Videophone: Viablevrs.tv

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Please note that some VRS providers require establishing a video user profile to obtain a user ID number or personal 800 number. The hearing caller will need to provide the Video Interpreter (VI) either a static IP address, ID number or personal 800 number to contact the deaf video user and/or to leave a video message.

## Office of the Deaf & Hard of Hearing

**Toll Free: 1 (800) 422-7930 V/TTY**  
**(360) 902-8000 V/TTY**

**Web site: <http://odhh.dshs.wa.gov>**

Contact ODHH by Video Phone (VP) at:  
VP IP Address: 209.181.93.249  
VPE: (360) 902-8000

Eric Raff, Director ..... [rafferic@dshs.wa.gov](mailto:rafferic@dshs.wa.gov)  
Robert Lichtenberg, Assistant Director ..... [lichtrw@dshs.wa.gov](mailto:lichtrw@dshs.wa.gov)  
Ryan Bondroff, IRA Program Manager ..... [bondroffryan@dshs.wa.gov](mailto:bondroffryan@dshs.wa.gov)  
Emily Hill, SLIM Program Manager ..... [hilljemily@dshs.wa.gov](mailto:hilljemily@dshs.wa.gov)  
Steve Peck, TRS Program Manager ..... [pecksc@dshs.wa.gov](mailto:pecksc@dshs.wa.gov)  
Kelly Robison, TED Program Manager ..... [robiskd@dshs.wa.gov](mailto:robiskd@dshs.wa.gov)  
Colleen Rozmaryn, ACT Program Manager ..... [rozmalc@dshs.wa.gov](mailto:rozmalc@dshs.wa.gov)  
Claudia Foy, SHS Program Manager ..... [foyclam@dshs.wa.gov](mailto:foyclam@dshs.wa.gov)

Office of the Deaf and Hard of Hearing  
PO Box 45301  
Olympia, WA 98504-5301

Address Service Requested

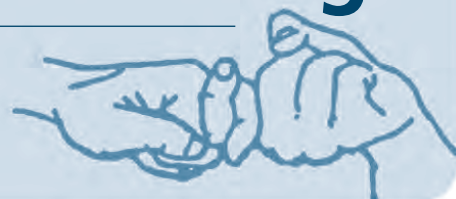
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# Office of the Deaf & Hard of Hearing

## Community Review

Washington State Department of Social and Health Services

SPRING 2009  
Volume 6, Number 2



### Message from the Director

"What are they saying?" or "What's so funny?" I used to ask my parents or sister. Growing up, when watching a TV program, it took a lot of guesswork to figure out the story or jokes. "Wait until a commercial" was the common reply. I had to wait for the explanation before getting the short version. Over the years, I enjoyed action movies or cartoons and avoided programs with a lot of talking. However, it wasn't until 1980 when I first saw closed captioning (cc) as a teenager.

My mother bought the first model of a close captioned decoder, a bulky box, available only at Sears at the time. She explained that I would be able to read the words on the TV screen. Only ABC and PBS had cc programs on at the time. She called the local news to come to our home for a demonstration. The decoder on top of the television was hooked up but to my dismay, I wasn't receiving captioning on "Three's Company" a comedy. I was anxious to understand why my family thought it was so funny. Instead all I could find was an obscure PBS educational program. The reporter asked me how I enjoyed the show. Given the circumstance, my lame reply, "I thought it was boring."

I didn't realize it at the time but doors were opening for me. I no longer had to rely on guesswork or family to tell me what's going on. As cc programs expanded and cc improved, I had more choices and eventually enjoyed some PBS educational programs! I would no longer watch the TV program if it didn't have closed captions. Occasionally, I'd see an old TV program or movie I had seen as a kid without cc but as an adult seeing it with cc for the first time; I began to realize what I had been missing all those years.

External decoders went through three model generations before it finally became a little chip built into the TV itself as required by law for all TVs built in 1993 or later.

*continued on page 5*

Eric Raff,  
ODHH Director

### Inside Community Review

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### { save the date }

<b>what</b>	Office of the Deaf and Hard of Hearing (ODHH) Town Hall Meeting
<b>when</b>	Saturday, May 30, 2009
<b>time</b>	1 pm to 4 pm
<b>where</b>	Eastern Washington Center for the Deaf and Hard of Hearing (EWCDHH) 1206 North Howard Street Spokane, WA 99201

More information about the ODHH Town Hall Meeting will be posted through the email distribution and ODHH website.

**Office of the Governor**  
Christine Gregoire

**DSHS Secretary**  
Susan Dreyfus

**DSHS Deputy Secretary**  
Blake Chard

**ODHH**  
**Eric Raff,**  
Director

**Robert Lichtenberg,**  
Assistant Director

**Ryan Bondroff,**  
IRA Program Manager

**Jennifer Chowning,**  
Program Support

**Brian Clark,**  
IT Network Specialist

**William Crites,**  
IT Manager

**Lucas Doelman,**  
Office Assistant

**Claudia Foy,**  
SHS Program Manager

**Emily Hill,**  
SLIM Program Manager

**Jeannie Kay,**  
Customer Service Representative

**Trevor Kosa,**  
IT Database Specialist

**Patricia Moed,**  
Program Support

**Lien Ngo-Tran,**  
Fiscal Officer

**Rena Patch,**  
Executive Assistant

**Steve Peck,**  
TRS Program Manager

**Kelly Robison,**  
TED Program Manager

**Colleen Rozmaryn,**  
ACT Program Manager

## First Edition of the Directory of Services *for People who are Deaf, Hard of Hearing and Deaf-Blind*

### is Now Available!

ODHH is pleased to announce that our first newest edition of the Directory of Services for People who are Deaf, Hard of Hearing and Deaf-Blind is now available in print and on ODHH website.

We have Directory of Services books in regular print.

You can download the Directory of Services from the ODHH website.

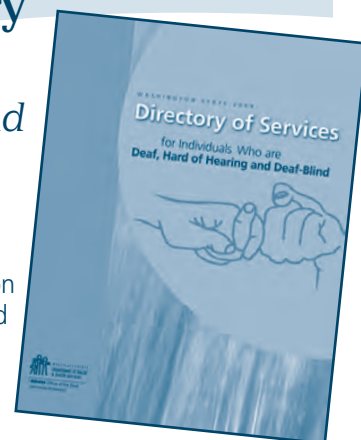
We have three different formats to meet your reading preferences. The formats are:

- Regular Print in PDF
- Large Print in PDF
- Large Print in MS Word

To request a copy of the Directory of Services or provide agency information updates, please contact **Ryan Bondroff** at:

**(800) 422-7930 Voice/TTY**  
**(360) 339-7382 VP200.**  
**bondroffryan@dshs.wa.gov**  
**odhh@dshs.wa.gov**

*Note: We will update the Directory of Services every two years. You can always check the resources page of the ODHH website for updates.*



*Welcome*  
*New Staff Member:*  
*Pat Moed*

I am excited to join the team here at the Office of the Deaf and Hard of Hearing (ODHH). I came on board in this past March as program assistant for three ODHH programs: Information, Referral and Advocacy (IRA), Sign Language Interpreter Management (SLIM) and Social and Human Services (SHS). I completed my B.A. in Human Services at Western Washington University. My position at ODHH draws on my educational background as well as my professional experience in social services, office administration, and interpreting. I am enjoying learning about my new job and the services we provide to the public.

Outside of work, you will always find me busy with something! My favorite activities are hiking, cycling, snowshoeing, cross-country skiing, geocaching, rockhounding, photographing fungi, and riding on the back of a motorcycle. I spend my quiet time quilting, reading, or digging in the garden. I have always had a deep interest in languages and cultures, and have traveled widely. Nowadays, I mostly explore local Northwest places and visit friends and family in Canada, where I grew up. I have two wonderful sons; one is currently in his second year of pre-med studies, and the other has one more year of high school left.

I value time spent with my boys, family, and friends, and I look forward to getting to know my colleagues at ODHH. I appreciate their warm welcome and am eager to work with each and every one of them.



# Telemarketers and VideoPhone Local Numbers

By Steve Peck, TRS Program Manager

Has your dinner or evening quiet time been interrupted by Videophone (VP) calls from telemarketers?

If so, you're not alone.

Some of you may have answered strange VP calls only to find that the person calling was a telemarketer or a wrong number call. While you were gone your VP may have produced a list of unknown numbers on your VP missed call list. Do you wonder why you have received some strange calls? The answer may be that telemarketers somehow obtained your VP Local Number (LN). We have decided to share some research with our readers on how to prevent telemarketing calls from coming through to your VP LN.

Effective December 1, 2008, the Federal Communications Commission (FCC) ordered Video Relay Service (VRS) providers to implement a 10-digit videophone (VP) local number (LN) system for VRS users. Many VRS users have chosen a default VRS provider and were issued a new VP LN. As a result, some users may have experienced unsolicited calls at their new VP LN. Now that you have a new VP LN, what can you do if you do not want unsolicited calls coming to your VP?

In 1991, Congress passed the Telephone Consumer Protection Act (TCPA) in response to consumer concerns about the growing number of unsolicited

telephone marketing calls and increased use of automated and prerecorded messages. With the TCPA in place, the Federal Communications Commission (FCC) established rules that require telemarketing agents or business entities to:

- Provide the name of the person calling,
- Provide the name of person or entity on behalf of whom the call is being placed, and
- Provide the telephone number or address at which the person or entity can be contacted.

The FCC rules also prohibit telemarketers from calling homes before 8 am and after 9 pm. In June 2003, the FCC supplemented the original rules and, together with the Federal Trade Commission (FTC), established a national Do-Not-Call list. In February 2008, the Do-Not-Call Improvement Act was passed into law, making the registration of numbers a one-time requirement.

The FCC has a free service called the National Do-Not-Call List that allows you to block unsolicited calls to your VP LN from telemarketers. To add your VP LN, mobile and home phone numbers to the National Do-Not-Call list, go to [www.donotcall.gov](http://www.donotcall.gov), or call the voice or TTY number listed below. It takes 31 days from the date that you register your VP LN and other numbers for telemarketers to stop calling you. Your number will remain on the list indefinitely until you choose to remove your number(s) from the list. Telemarketers must honor your do-not-call request. If they do call you after the 31 day period, you may file a complaint and, if proven guilty, they may be subject to a fine of up to \$11,000.

Please understand that registering your VP LN on the National Do-Not-Call Registry will stop all telemarketing calls.

However, there are a few exceptions. These exemptions may include companies calling you after you have purchased their goods and services, and/or you participated in a political or charity solicitation. Please also note that the registration does not prevent unlawful prank or harassment calls. If you get those calls, you are encouraged to contact your local law enforcement agency.

More than 157 million numbers are on the Do-Not-Call Registry. Add yours today for FREE!

## Register Your Numbers:

Online:  
[www.donotcall.gov](http://www.donotcall.gov)

Do-Not-Call Helpline:  
1-(888) 382-1222  
1-(866) 290-4236 TTY

## More Information:

The FCC has fact sheets that will help you with telemarketers and automated systems, resources for VP users, including how to get a home, mobile, or VP LN listed on the Do-Not-Call Registry, and how to file a complaint.

## Visit the FCC Online!

<http://www.fcc.gov/cgb/consumers.html>

## Unwanted Telephone Marketing Calls:

<http://www.fcc.gov/cgb/consumerfacts/tcpa.html>



# Services Available with the Washington Talking Book & Braille Library

*Danielle King, Program Manager, WTBBL*

The Washington Talking Book & Braille Library (WTBBL), part of the National Library Service for the Blind and Physically Handicapped (NLS), provides reading materials to any Washington State resident who cannot read standard print, hold a book, or turn a page. For example, we serve anyone with low or no vision or who can't use traditional print materials because of a sensory or physical disability or disabling condition (such as Parkinson's disease or Multiple Sclerosis), as well as those with organic learning disabilities. There is no charge for our service, and patrons return books through the mail without paying postage.

Though we have been a library since 1906, many people don't know exactly what we provide, or how to get service from us. We have books for adults, teens and children, fiction and non-fiction (including bestsellers), and popular magazines, available in braille and cassette. We also have a vast large print book collection and a 24-hour radio reading service. To get materials from us, a patron fills out a brief application to certify his or her eligibility for service, and we send the requested materials directly to the patron's residence.

WTBBL has a great deal to offer the deaf-blind and the deaf-low vision communities. We have extensive braille,


web-braille, and large print collections. The braille collection has over 15,000 titles in book form and thousands of titles for download via web-braille. Our large print collection has over 16,000 titles, including mysteries, westerns, and romance. You can find the titles by using our online catalog at <http://www.klas.com/wtbbl> or by using the "order books and materials" link from [www.wtbbl.org](http://www.wtbbl.org). If you are hard of hearing, we also provide books on cassette and soon in a digital format, both of which can be amplified for easier listening. When you sign up for service, we send you a machine to play the books and you at that time you can also apply for an amplifier. WTBBL currently has over 55,000 titles on cassette and there are already 13,000 digital audio books available for download through NLS if you are a patron of the WTBBL and have access to a computer with high-speed internet and an approved commercial player.

Even among other NLS talking book libraries, WTBBL stands apart for its wide-ranging services for our patrons. One way in particular is that we produce many of our own books in braille and

audio format. The Braille Department, with the help of over 40 volunteers, produces 40 plus titles a year that are by Northwest authors or with Northwest interest. The Audio Book Production Department, with the help of over 70 volunteers, produces about 250 books a year, also with local, Pacific Northwest interest. We also welcome suggestions from patrons in order to supplement the collection we received from NLS.

If you aren't already a patron of the library, please consider signing up

and giving us a try. WTBBL is physically located in Seattle at 2021 9th Avenue, but we mail books in all formats all over the state of Washington. For more information about WTBBL and our services, please visit [www.wtbbl.org](http://www.wtbbl.org). You can also contact us at 1-800-542-0866, 206-615-0400, TTY 206-615-0418, or via email at [wtbbl@sectate.wa.gov](mailto:wtbbl@sectate.wa.gov).



**There is no charge for our service, and patrons return books through the mail without paying postage.**

## Navigating DSHS

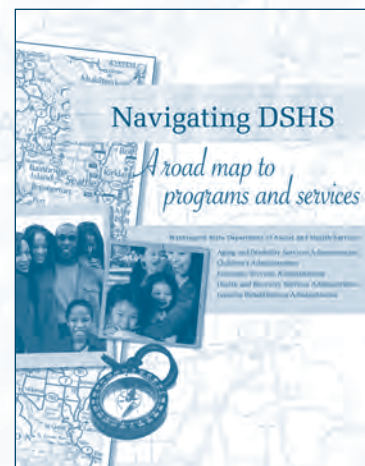
During the challenging economic times, Department of Social and Health Services (DSHS) is available to provide programs and services to meet the basic needs of Washingtonians. To learn more about DSHS programs and services, please visit Navigating DSHS at:

<http://www.dshs.wa.gov/pdf/Publications/22-1199.pdf>

It's also available in Spanish at:

<http://www.dshs.wa.gov/pdf/ForeignLang/22-1199SP.pdf>

**You can also access to DSHS website for more information at [www.dshs.wa.gov](http://www.dshs.wa.gov).**





# Information on Reporting Child/Adult Abuse and Neglect

Mandatory Reporters **Make The Call!**  
Report abuse and neglect involving children

Mandatory reporters call directly to the appropriate local office.  
You are encouraged to look on the Internet for information about reporting child abuse in Washington State at: **[www1.dshs.wa.gov/ca](http://www1.dshs.wa.gov/ca)**

Statewide after normal business hours, weekends and holidays: **1-800-562-5624**  
(Answered by DSHS employees, 24/7)

Call this toll-free number if you suspect that a child or vulnerable adult is being abused or neglected. The operator will connect you with the right DSHS office to make your report.



DSHS TOLL FREE **1-866-ENDHARM (1-866-363-4276)**  
Washington State Department of Social & Health Services

If you're calling about a crime, physical or sexual abuse or an immediate life-threatening emergency, dial 911.

For more information about reporting abuse of a child or vulnerable adult, visit the DSHS web site at: **[www1.dshs.wa.gov/](http://www1.dshs.wa.gov/)**

RCW 26.44.050

*A law enforcement officer may take, or cause to be taken, a child into custody without a court order if there is probable cause to believe that the child is abused or neglected and that the child would be injured or could not be taken into custody if it were necessary to first obtain a court order pursuant to RCW 13.34.050.*

## Child Abuse & Neglect in Washington State

### KNOW THE SIGNS

- Unexplained injuries (bruises, burns, welts)
- Difficulty sitting or walking
- Unusual sexual knowledge/behavior
- Abandonment
- Fear of a caregiver
- Shrinks from approaching adults
- Afraid to go home
- Unexplained absences
- Unexplained lags in physical development
- Failure to provide basic needs
- Begs/steals food or money
- Sudden behavior changes
- Poor hygiene

For more signs, visit our website at:  
<http://www1.dshs.wa.gov/ca/safety/abuseWhat.asp>

*continued from page 1*

I had bought a 1992 JVC 27 inch screen TV using a 2nd generation box decoder. My TV lasted all these years until September 2008 when it finally died 16 years later. The still working decoder is now in storage. It was time to buy one of those new High Definition (HD) TVs with a built-in cc decoder.

A colleague reminded me that consumers were facing captioning problems with digital television and programming and DVD players. And there was the broadcasting digital transition, currently postponed to June 2009. I decided to do a lot of research into this before buying a HDTV. From my research, I've come to the unfortunate conclusion that closed captioning in a digital world is much more complicated than the analog world! I fear I only scratched the surface of the complexities and challenges many more deaf and hard of hearing people will be facing. It seems we are taking steps backwards in a digital world in spite of the progress we've made with captioning.

You must educate yourself, via research on the internet, and complain depending on the source of the problem ~ to broadcasters, cable or satellite companies, equipment manufacturers, and finally the FCC! Don't complain to ODHH, it is outside of our area of expertise other than to provide resources (see list of www links). And you must become a self-advocate, get involved with one of the organizations belonging to Coalition of Organizations for Accessible Technology (COAT) and write to your U.S. congressional representatives. It takes a collection of individual efforts to get changes made on a national level. Otherwise, I fear the day I'd be asking once again, "What are they saying?" or "What's so funny?"

## Resources to Digital TV Transition, HDTV, DVD and Captioning Issues

**Communication Services for the Deaf**  
<http://dtv.c-s-d.org/> (ASL & captioned videos)

**Department of Commerce**  
<https://www.dtv2009.gov/>

**National Center for Accessible Media**  
<http://ncam.wgbh.org/dtv/>  
<http://ncam.wgbh.org/dtv/>

**National Captioning Institute**  
[http://www.ncicap.org/DTV\\_FAQ1.asp](http://www.ncicap.org/DTV_FAQ1.asp)

**Federal Communication Commission**  
<http://www.fcc.gov/>  
[http://www.fcc.gov/video\\_audio.html](http://www.fcc.gov/video_audio.html)  
<http://www.fcc.gov/cgb/consumerfacts/digitaltv.html>  
<http://www.fcc.gov/cgb/dro/caption.html>  
[http://www.fcc.gov/cgb/dro/tips\\_on\\_filing\\_cc\\_complaint.html](http://www.fcc.gov/cgb/dro/tips_on_filing_cc_complaint.html)

**Consumer Electronics Association**  
[http://www.ce.org/PDF/CEA\\_Closed\\_Caption\\_FAQs\\_April\\_2007.pdf](http://www.ce.org/PDF/CEA_Closed_Caption_FAQs_April_2007.pdf)

**High Definition Multimedia Interface (HDMI)**  
<http://www.hdmi.org/learningcenter/kb.aspx?c=1#117>

**Coalition of Organizations for Accessible Technology**  
<http://www.coataccess.org/>

Office of the Deaf and Hard of Hearing  
PO Box 45301  
Olympia WA 98504-5301

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Olympia, Washington  
Permit No. 297

## Office of the Deaf & Hard of Hearing

**Toll Free: 1 (800) 422-7930 V/TTY  
(360) 902-8000 V/TTY**

**Web site: <http://odhh.dshs.wa.gov>**

**Contact ODHH by VideoPhone (VP) at:**

**VP: 65.113.246.110**

**VP200: (360) 339-7382**

Eric Raff, Director .....rafferic@dshs.wa.gov  
Robert Lichtenberg, Assistant Director ..... lichtrw@dshs.wa.gov  
Ryan Bondroff, IRA Program Manager ..... bondroffryan@dshs.wa.gov  
Emily Hill, SLIM Program Manager ..... hillemily@dshs.wa.gov  
Steve Peck, TRS Program Manager ..... pecksc@dshs.wa.gov  
Kelly Robison, TED Program Manager ..... robiskd@dshs.wa.gov  
Colleen Rozmaryn, ACT Program Manager ..... rozmaic@dshs.wa.gov  
Claudia Foy, SHS Program Manager ..... foyclam@dshs.wa.gov

# Office of the Deaf & Hard of Hearing

## Community Review

SUMMER 2009  
Volume 6, Number 3

Washington State Department of Social and Health Services



### New Washington Relay Website

The Office of the Deaf and Hard of Hearing (ODHH) is pleased to announce the release of the new updated Washington Relay website. Our updated Washington Relay website has been redesigned with a fresh new look and has updated information about our latest products and services. Additionally, our updated Washington Relay website provides access to the consumer complaint form, the database profile form, and contact information to ensure that Washington relay customers are appropriately served and satisfied with the current service features. To view the updated Washington Relay website, it is at: [www.washingtonrelay.com](http://www.washingtonrelay.com)

#### If you have questions, contact Steve Peck at:

E-mail: [askwashingtonrelay@dshs.wa.gov](mailto:askwashingtonrelay@dshs.wa.gov)  
VP: 360-339-7382  
V/TTY: 800-422-7930



### Message from the Director

Hope you are enjoying the wonderful summer weather! I just got back from a wonderful weekend camping trip at Lake Chelan with 20+ families of deaf/hearing parents with deaf/hearing children and it was nice to have a short break without thinking about work or home. A friend said to me, "You look very relaxed!"

Since the Spring 2009 newsletter edition, there has been positive news and changes within DSHS. May and June were very busy and crazy in finalizing

new contracts and forms with the Regional Service Centers of the Deaf and Hard of Hearing and providers of sign language interpreter services and telecommunication equipment distribution trainers for the deaf-blind. The exciting news is that, a new telecommunication device for the deaf-blind developed by Humanware and funded by ODHH, known as the "DeafBlind Communicator" has finally been released and is readily available. A "News Release" sent to various television stations and newspapers has created a lot of positive publicity. There have been articles in the Olympia, Spokane and Seattle local newspapers. Colleen Rozmaryn, Assistive Communication Technology received a Colleen Cook Memorial award from the Washington State Deaf Blind Citizens for her efforts to see this dream become a reality. This is a proud milestone in maintaining ODHH leadership in telecommunications.

Susan Dreyfus from Wisconsin has been appointed as the new DSHS Secretary. After she was sworn into office by Governor Gregoire she gave an inspiring speech. The following week she joined the ODHH staff meeting for introductions. She accepted my invitation to join me and a few staff to an ODHH town hall meeting in Spokane as opportunity to hear from the community about their issues. I had a follow-up meeting with her and she challenged me to do more ~ pursue collaborative partnerships within DSHS and other state agencies and to educate legislators about ODHH and the needs of the deaf, hard of hearing and deaf-blind communities. It was very exciting to observe her genuine interest in the plight of the people we serve.

Whenever there is new DSHS leadership, I always anticipate changes to DSHS organizational structure. In the past, I

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Eric Raff,  
ODHH Director

## Office of the Governor

Christine Gregoire

## DSHS Secretary

Susan N. Dreyfus

## DSHS Chief of Staff

Tracy Guerin

## ODHH

Eric Raff,  
Director

## Robert Lichtenberg,

Assistant Director

## Ryan Bondroff,

IRA Program Manager

## Jennifer Chowning,

Program Support

## Brian Clark,

IT Network Specialist

## William Crites,

IT Manager

## Lucas Doelman,

Office Assistant

## Claudia Foy,

SHS Program Manager

## Emily Hill,

SLIM Program Manager

## Jeannie Kay,

Customer Service Representative

## Trevor Kosa,

IT Database Specialist

## Patricia Moed,

Program Support

## Lien Ngo-Tran,

Fiscal Officer

## Rena Patch,

Executive Assistant

## Steve Peck,

TRS Program Manager

## Kelly Robison,

TED Program Manager

## Colleen Rozmaryn,

ACT Program Manager

# Meet Secretary Susan N. Dreyfus

Susan N. Dreyfus is DSHS Secretary, appointed by the Governor and a member of the Governor's Executive Cabinet.

A Wisconsin resident for the past 33 years, Susan, 51, was executive vice president for strategy with Rogers Behavioral Health System, Inc., the largest non-profit behavioral health provider in Wisconsin, serving children and adults from across the nation, before becoming DSHS Secretary May 18, 2009. Prior to joining Rogers in 2007, Susan served for five years as senior vice president and chief operating officer of the National Alliance for Children and Families and Families International. With the Alliance, Susan consulted with nonprofit human service agencies across the country on a range of governance, organizational and program areas, including child welfare practice, system design and management, contracting, policy, and state and federal financing.



"Washington is known as an innovative state, and this is the time to look for opportunities to be more efficient and effective."

In 1996, Susan was appointed administrator of the Division of Children and Family Services within the Wisconsin Department of Health and Family Services under Gov. Tommy G. Thompson. For nearly seven years she led this office responsible for child welfare, regulation and licensing of child care facilities, youth development and other community programs. In this role, Susan successfully led many state reform efforts in child welfare.

"Throughout my career, I have been committed to improving the lives of vulnerable children and adults and their families," Susan says.

"Washington is known for its commitment to human services. We now need to work together in even stronger alliances with shared responsibility to ensure our programs and funding are being delivered as effectively as possible for the future."

Susan is married with three adult children. She earned a bachelor's degree in business administration from the University of Wisconsin - Green Bay and attended the Program for Senior Executives in State and Local Government at Harvard University's John F. Kennedy School of Government.

Tracy Guerin is the new DSHS Chief of Staff. Tracy brings with her 25 years of experience in Washington state government, including several key management positions. She is coming to DSHS from the Department of Information Services where she has served as Deputy Director for the past four years. Her new role as Chief of Staff replaces the previous Deputy Secretary position.

Tracy is a graduate of The Evergreen State College and has completed leadership training at Harvard and Duke. Prior to DIS, she held management positions with the Department of Corrections and the Secretary of State.





# DSHS leads the nation in life-changing technology with DeafBlind Communicator

A telecommunication device is making a profound impact on the lives of deaf-blind people, thanks largely to the efforts of the Office of Deaf and Hard of Hearing, part of the Department of Social and Health Services.

The agency teamed with manufacturer HumanWare to design and manufacture the device trademarked as the DeafBlind Communicator to enable Washington residents who are legally both deaf and blind to communicate with greater independence. The device offers users unprecedented access to make telephone calls as well as engage people in two-way face-to-face conversations, anywhere they go.

Internationally, the disability community heralds the DeafBlind Communicator for its unprecedented portability and ease of use. Users say it's the first truly portable and user-friendly telecommunication equipment for the deaf-blind.



In a unique collaboration of government and business, the Office of Deaf and Hard of Hearing and Human Ware developed the technology with direct input from the consumers. "Input from deaf-blind users who tested prototypes of the product had a direct impact at every stage of development. Instead of presenting a device to clients and saying 'now you have to make it work' we designed this around their ideas and needs," said Eric Raff, director of the Office of Deaf and Hard of Hearing.

Now other states, governments, businesses and agencies internationally who serve the deaf-blind are following Washington's lead and making the life-changing telecommunication equipment available for their clients.

## How the DeafBlind Communicator works

For face-to-face conversations, the deaf-blind person hands the separate smaller device with a text display and keyboard to the person they want to communicate with.

A retractable tether is attached. With one click, the deaf-blind person who is operating the other half of the device sends the following opening message; "Hi, I'm blind and I can't hear. To communicate with me, type a message on this keyboard and press (the return arrow)."

This message is both spoken through speakers and displayed on the text screen. The person who is deaf-blind can read the response via a display with Braille characters. Both parties can then communicate back and forth.

At one fast food restaurant the employee taking orders looked momentarily puzzled when the DeafBlind Communicator was put on the counter. He quickly called co-workers over and soon all wanted to take a turn at communicating with the deaf-blind woman

and wanted to take her order. This is a marked difference with other situations where the deaf-blind person only has a card with written words to present to a counter person and little possibility of interaction. A person who is deaf-blind would often be ignored in these situations only because there was no clear option for communication.

People who were approached randomly in tests all reported that they had never had any kind of contact with a deaf-blind person before and all reported that they would stop again if approached by a person with the device. With widespread familiarity with keyboards and text messaging, most said they had no difficulty operating the face-to-face device. All who participated said they "felt good" about the interaction.

The DeafBlind Communicator can receive incoming telephone calls and make outgoing calls. In telephone communications the device converts text into Braille characters. People who are deaf-blind can make or receive calls with other deaf or deaf-blind people directly, as well as with hearing people through the Telecommunication Relay Service, also known in our state as Washington Relay. Deaf-blind users confirmed that the device gives them added confidence and independence, especially when traveling, working or doing errands without a tactile American Sign Language interpreter.

## The cost and the benefits for users and the community

The DeafBlind Communicator is available free or on a sliding fee scale based on income to eligible people in our state. As a result of the Office of Deaf and Hard of Hearing's major role in the research and design of the product the agency is getting a reduction of two thousand dollars below the usual \$8,000 retail cost per device.

*continued on page 7*

## resource corner

### FCC Fact Sheet on Ten-Digit Numbering (TDN) requirements

The FCC's Disability Rights Office recently published a new fact sheet for Video Relay and IP Relay service users containing Frequently Asked Questions on the FCC's new ten-digit numbering requirements for VRS and IP Relay. The FAQs remind VRS and IP Relay users to register their locations and obtain ten-digit numbers by November 12, 2009, and provide practical information about placing VRS and IP Relay calls after registering, keeping video devices after changing preferred providers, and keeping toll-free numbers.

To view the FAQs, go to:

[www.fcc.gov/cgb/consumerfacts/tendigit-faqs.pdf](http://www.fcc.gov/cgb/consumerfacts/tendigit-faqs.pdf)



# Be Ready for the Upcoming Flu Season

By Bob Lichtenberg, Assistant Director

**This is probably the reader's first thought:  
"What? A swine flu alert in the summer? Why?"**

It was mine when I recently came across information from a workgroup that I have been involved in for the past 3 years, the DSHS Emergency Management Advisory Committee\*. The Department of Health has issued several online alerts regarding the swine flu and has alerted state agencies to be prepared. Not too soon thereafter, I learned that over 250 Americans have died since the swine flu came into our country in April. That fact alone prompts me to share with our readers information in a recent newsletter from Seattle-King County Department of Public Health. Here is important information related to swine flu from the newsletter:

The WHO's (World Health Organization) announcement of a global pandemic confirms what we anticipated: H1N1 flu, commonly known as swine flu, continues to spread widely around the world. For weeks we have been intensively planning and preparing for the anticipated return of the virus in the fall and we will continue on that path.

That means we're continuing to closely monitor disease trends in King County. H1N1 flu is still circulating in our community, but the level of illness appears to be decreasing, with fewer reports of flu-like illness from hospitals and schools. H1N1 virus has caused a disproportionate number of cases and hospitalizations in younger people, with 57% of the cases nationally among people aged 5-25 years of age. 41% of the hospitalizations are also among this age group.

The severity of the H1N1 virus has not changed here in King County or anywhere around the world. The WHO's declaration of a pandemic (phase 6) is based on geographic spread of the influenza virus, not on the severity of the illness.

It's important to note that although H1N1 activity is decreasing in King County as we enter the summer, we anticipate significantly more widespread outbreaks this fall and winter. This may include the potential for an increased number of illnesses and deaths in younger persons than during a typical flu season. Since this is a new virus strain, we know that many people will not have immunity to H1N1 flu.

This is a critical time to prepare for whatever the flu might bring in the fall.

- Public Health is collaborating with health care, schools and other community partners to be ready.
- Individuals and families must also prepare, including taking steps now to plan for possible school closures (such as setting up alternative child care and finding ways to work from home) and absences from work.
- Businesses and organizations must also be ready to cope with a reduced work force if many become ill or need to stay at home.

In the coming months, we encourage you to continue to prepare at home, school and work, and to check Public Health's website for updated information: [www.kingcounty.gov/health/H1N1](http://www.kingcounty.gov/health/H1N1).

## Other informational resources mentioned in the newsletter are:

The National Resource Center on Advancing Emergency Preparedness for Culturally Diverse Communities' Topic of the Month: Undocumented Immigrants, Non-U.S. Citizens, and Disasters, [www.diversitypreparedness.org/Topic-of-the-Month/89/](http://www.diversitypreparedness.org/Topic-of-the-Month/89/)

- **H1N1 (swine flu) Fact Sheets**, in multiple languages, provided by the Washington State Department of Health <http://www.doh.wa.gov/swineflu/default.htm>
- **For up-to-date information on H1N1** visit the **Centers for Disease Control and Prevention's website** at <http://www.cdc.gov/h1n1flu/>
- **Emergency & Community Health Outreach (ECHO)** provides a wealth of emergency preparedness information for limited English Proficient populations in the languages they understand best <http://www.echominnesota.org/index.cfm/p/alertDetail/alertID/6/>
- **The Association of Asian Pacific Community Health Organizations (AAPCHO)** is a national association representing community health centers dedicated to promoting advocacy, collaboration and leadership that improves the health status and access of serving Asian Americans, Native Hawaiians and other Pacific Islanders <http://www.aapcho.org/site/aapcho/section.php?id=11357>

## Here is a list of short video clips explaining about Swine Flu in ASL and/or captioning format – please share with other people:

**National Center for the Deaf Health Research** - <http://www.urmc.rochester.edu/ncdhr/information/swine-flu.cfm>

**Swine Flu (Captioned)** <http://www.youtube.com/watch?v=g5t1r7yG7rM&feature=featured>

In this video, Dr. Joe Bresee with the CDC Influenza Division describes swine flu - its signs and symptoms, how it's transmitted, medicines to treat it, steps people can take to protect themselves from it, and what people should do if they become ill.

**"What you should know about a flu pandemic (2006)"** [http://www.health.gov.on.ca/english/public/program/pubhealth/flu/panflu/flu\\_pandemic\\_asl.html](http://www.health.gov.on.ca/english/public/program/pubhealth/flu/panflu/flu_pandemic_asl.html)

**Hand Washing** <http://www.healthinfotranslations.org/video.php?id=817085>

A service of the U.S. National Library of Medicine and the National Institutes of Health, Bethesda, MD

Videos prepared by Mount Carmel Health, The Ohio State University Medical Center and OhioHealth, Columbus, OH.

Footnote: \*As our faithful readers will recall, ODHH has devoted a number of newsletter issues to the topic of personal emergency preparedness and how to locate or receive disaster response services from local county emergency management agencies such as the Red Cross, local shelters, and public safety service providers. The Statewide Emergency Management Plan that is overseen by the Washington Military Department and Statewide Emergency Management Division has made DSHS responsible for ensuring that persons with disabilities are served properly through the State's disaster response and recovery actions. Recall that many people with disabilities experienced needless harm and injury after Hurricane Katrina.)

## Washington State Department of Services for the Blind

Don Alvashere  
Assistant Director Program Services

The Department of Services for the Blind (DSB) assists blind and visually impaired individuals achieve "inclusion, independence, and economic vitality."

The primary way we accomplish this mission is by assisting our customers gain employment, retain employment, or advance in their job. DSB is a public vocational rehabilitation agency designated to work with individuals with visual disabilities through the federal

**Our staff works with customers to overcome their disability related barriers to employment.**

Rehabilitation Act. Our staff works with customers to overcome their disability related barriers to employment.

We are very excited about the last state fiscal year (July 1, 2008 to June 30, 2009). We had 142 competitive employment outcomes in an integrated setting with an average hourly wage of \$17.92 and an average of 31 hours a week.

DSB also provides services to individuals who are not interested in employment through our Independent Living (IL) program. Services provided through the IL program are focused on improving levels of independence within their home and community. One component of our Independent Living program is focused on blind and visually impaired children and provides services to those children and their families to enable the children to achieve their highest potential. This part of our program offers support and consultation services regarding developmental and educational programs to ensure that appropriate educational services are received and developmental needs are met.

If you or someone you know has a visual disability and could benefit from our services, please call our statewide toll free number (800) 552-7103.

## DSHS Recognizes ODHH Staff Members' Years of Faithful Service with the State of Washington!

**Emily Hill** 11/23/2003 5 years  
Program Manager, Sign Language Interpreter Management

**Kelly Robison** 2/1/1994 15 years  
Program Manager, Telecommunication Equipment Distribution

**Stand Up,  
Be Counted!**

**3 Reasons Your Participation in the 2010 Census Matters**

- 1.** Every year more than \$300 billion in federal funds are awarded to states and communities based on census data. That's more than \$3 trillion over a 10-year period.
- 2.** Census data affect your voice in Congress by determining how many seats each state will have in the U.S. House of Representatives.
- 3.** Census data guide local decision-makers in important community planning efforts, including where to build new roads, hospitals and schools.

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United States  
**Census  
2010**

[www.2010census.gov](http://www.2010census.gov)



## Warning from King County Emergency Management: “Be Prepared for Fall Flooding in the Green River Valley Area”

By Bob Lichtenberg

Some readers may be aware from recent news releases of potential Fall flooding in the Renton, Tukwila, Auburn, and Kent areas due to geologic problems affecting the Howard Hanson Dam, which is located near Black Diamond and drains into the Green River. Here are key excerpts from a July 9th Seattle Times article written by Times staff writer Keith Ervin:

*“South King County cities have been warning residents of the flood risk and plan to step up their efforts as the rainy season approaches. An estimated 15,000 homes and thousands of businesses are in flood-prone areas.”*

*Tukwila Public Works Director Jim Morrow, who is incident commander for the flood-response planning by the four cities and the county, said evacuation plans are being coordinated among the cities, the State Patrol and the state Department of Transportation.*

*“The city of Tukwila did not want to be sending people south when the city of Kent was sending people north,” Morrow said.*

*King County Emergency Management Director Robin Friedman told the Regional Planning Committee on Wednesday the county will declare an emergency as early as possible in the event of a flood to bring in federal and state help as fast as possible.*

*The county’s Emergency Warning Center announced Wednesday it would monitor water flow from the dam rather*

*than river levels at Auburn — a change that will provide the Green River cities seven hours’ warning of rising water.”*

ODHH will be actively working with King County officials to discuss how persons with hearing loss will have access to information at the soonest possible opportunity so they can evacuate safely from any flooding affecting their areas. An ongoing partnership developed by Donna Platt, E-911 Program Manager at HSDC, and the Red Cross will be a valuable resource to bring timely information to affected residents.

It helps to know if you live in a flood prone area. King County has identified the following area zip codes to be possibly affected by the Dam situation:

98001, 98002, 98030, 98031, 98032, 98055, 98057, 98092, and 98188

To find out more information about your potential risk, call the King County flood inquiry telephone line number: 206-296-6606

All people living in the areas at risk are encouraged to link to the following website for more information: **Preparedness Information for King County residents:**  
[http://www.kingcounty.gov/safety/prepare/FloodPlan\\_GRiverBasin.aspx](http://www.kingcounty.gov/safety/prepare/FloodPlan_GRiverBasin.aspx)

## Save the Date!

**Friday  
November 13, 2009**

**“ODHH Symposium:  
Past, Present and Future”**

DSHS Headquarters  
Olympia, WA

Look for details later on the website and distribution lists!

### **Message from the Director** (continued from page 1)

reported to Blake Chard, Deputy Secretary who is no longer with DSHS. I want to thank Blake for his four years of dedicated support in making ODHH's growth possible. The Deputy Secretary position has been changed to a “Chief of Staff” position and a Tracy Guerin, a 25-year veteran of state government service has been appointed. She reminds me a lot of Susan. The good news is that ODHH will continue to have access to DSHS executive management and I will report to Tracy Guerin, Chief of Staff. The best news is that I anticipate continued DSHS support that ODHH needs to succeed in what we do to better serve you!

ODHH has been serving you since 1979, when one position, “Statewide Coordinator of the Deaf” was first created. Today, ODHH has 17 employees and 6 programs. I would like to invite our stakeholders and communities to join us in a celebration of ODHH 30th year anniversary. Look for announcements on our website and various email distribution lists.

**An estimated 15,000 homes and thousands of businesses are in flood-prone areas.**





# TED Demo Sites Now Available!

By Kelly Robison

I'm very excited to announce the opening of new TED Demo Sites! The Telecommunication Equipment Distribution (TED) Program provides telephone equipment to people who are deaf, hard of hearing, late-deafened, and deaf-blind so that they may access and use the telephone independently.

Until now, potential clients didn't have a place where they could "test drive" any of the phones to see if they would meet their needs or to help them feel confident that they were requesting the most appropriate equipment. Available for people to try are two amplified telephones, a voice-carry over phone, CapTel Captioned Telephone and a Teletypewriter (TTY) as well as two ring signaling devices.

As of July 15, 2009, there are two sites available with a third on the way. Currently, clients can visit the following centers to test TED Program equipment:

## Hearing, Speech and Deafness Center (HSDC) North

114 W. Magnolia Street, Suite 106  
Bellingham, WA 98225  
Voice: (360) 647-0910  
TTY: (360) 647-8508  
Video Phone IP Address: [bellingham.hsdn.org](http://bellingham.hsdn.org)  
Video Phone IP Address: 216.57.220.22  
Email: [bellingham@hsdc.org](mailto:bellingham@hsdc.org)  
Website: [www.hsdn.org](http://www.hsdn.org)

## South Eastern Washington Service Center of the Deaf and Hard of Hearing (SEWSCDHH) Pasco

124 N 5th Avenue  
Pasco, WA 99301  
Voice: (509) 543-9644 Toll Free (888) 543-6598  
TTY: (509) 543-9649 Toll Free (888) 543-6598  
Video Phone IP Address: 65.103.154.99  
Email: [info@sewsdhh.org](mailto:info@sewsdhh.org)  
Website: [www.sewsdhh.org](http://www.sewsdhh.org)

Once the Southwest Washington Service Center of the Deaf and Hard of Hearing (SWSCDHH) moves to their permanent location later this year, we will set up a demo site in their facility as well. When that happens, we'll be sure to make an announcement.

For more TED Program information, visit our website at <http://www1.dshs.wa.gov/hrsa/odhh/ted.shtml>

## DSHS leads the nation in life-changing technology with DeafBlind Communicator (continued from page 3)

At focus group sessions, prototype users said that having the Deaf-Blind Communicator would be "life-changing." Deaf-blind product testers broke into broad smiles, shared laughter, and exchanged hugs with their peers and social services staff during trial runs of the device.

When Director Raff and Program Manager Colleen Rozmaryn of the Office of Deaf and Hard of Hearing saw the expressions of delight and immediate sense of empowerment that filled the room during test and training sessions they knew it was worth the years of effort to complete the project to benefit their clients. "Access to assistive technology for those who require it is not a convenience; it is essential to independence and employment for our clients," Raff said.

For most people who are deaf-blind in North America, tactile American Sign Language is their first language. They communicate by touching letters and words in the hands of another person who knows tactile American Sign Language. An interpreter is needed for deaf-blind individuals to have conversations with hearing people who cannot sign.

It is financially and otherwise impractical for most people who are both deaf and blind to have the services of a qualified interpreter around the clock. While the DeafBlind Communicator cannot replace an interpreter, it does open doors to direct communications in employment, business and social situations that the majority population takes for granted.

The Office of Deaf and Hard of Hearing expect to distribute the first order of 35 devices this month. Free training will be provided for all deaf-blind users.

For people who are deaf-blind, a device that connects with the entire community adds to a better quality of life. For the general population, it offers the opportunity to interact with a vital group of people who have been isolated from society. With the aid of cutting-edge technology and communities that embrace diversity, the DeafBlind Communicator will be a tool that will give them a voice in the mainstream.

"All too often people who are deaf-blind are simply ignored and isolated by the greater public because of a perceived inability to communicate. Everyone loses out when one group is isolated from the community at large. People who are deaf-blind have so much to contribute and we are all poorer for not including them in the conversation," Rozmaryn says. "The DeafBlind Communicator is one more open door to communication. I think some people may be surprised by the accomplishments, the sense of humor and the worldliness of these individuals despite this isolation. This is going to start some great conversations and new relationships."

## The history of Tele-Braille devices and why ODHH became involved in the DBC design

"Tele-Braille" was the first product that could incorporate Braille text from Tele-type Text Telephones (TTY) designed for the deaf to visually read text displays. Released in the 1980's it was a major breakthrough in accessing the telephone for the deaf-blind. Tele-Braille was cutting edge technology when first put on the market more than 25 years ago. But it was heavy and limited to home use with few major upgrades since its initial impact. It became outdated in the mid 1990s and the sole manufacturer at the time has since disbanded. The devices then sold for around \$6,000 each.

Like an old computer or car, the cost of upkeep became impractical or impossible, as parts wore out and devices were quickly failing beyond repair. Still, the Tele-Braille device remained a vital door to telecommunication for its deaf-blind clients, and the Office of Deaf and Hard of Hearing continued to patch up the much-needed machines while an alternative was sought.

It is part of the ODHH's core mission to provide resources that enable its clients to have equal access and effective communication. When no company stepped up to offer an improved Tele-Braille device the Office of Deaf and Hard of Hearing mounted an international search to find a manufacturer to partner with. Their efforts lead them to assistive technology manufacturer specializing in products for the blind, HumanWare.

## Court Sign Language Interpreting Standards

By Emily Hill

The Office of the Deaf and Hard of Hearing has teamed up with the Administrative Office of the Courts (AOC) to develop some exciting new standards in court interpreting! ODHH and AOC have built a team of individuals with representatives from the Deaf and interpreting communities, court staff, and judges. We are meeting from July through October to discuss current practices through future standards for sign language interpreters in the Superior, District, and Municipal Courts in Washington, based on requirements in current state law (see RCW 2.42 for more information: <http://apps.leg.wa.gov/Rcw/default.aspx?Cite=2.42>).

### Our team will develop the following:

- Criteria and fields required to implement an up-to-date list of interpreters who are appropriate for use in court interpreting situations (RCW 2.42.130).
- Established standards for fees for services for sign language interpreters providing interpreter services for court (RCW 2.42.170).
- Proposal for the possible change of the definition for "Qualified Interpreter" in RCW 2.42.110.
- Findings from evidence-based research of other states' laws and practices regarding court interpreting.

Each of these items will enable ODHH to fulfill its requirements as outlined in RCW 2.42, and provide an accessible, understandable list of sign language interpreters to the Washington State Courts. This will aid those courts in providing appropriate interpreters for their deaf, deaf-blind, and hard of hearing clients who communicate in sign language.

This is a very exciting journey – and one that we are sure will benefit many of you! Stay connected with us as we try to ensure quality access to the Washington Courts.

## The following vendors have contracts with DSHS to provide Sign Language Interpreting Services to DSHS clients and staff from July 1, 2009 - June 30, 2011

By Emily Hill

### AGENCIES

#### All Hands Community Interpreting Services

Contract Number: 0948-67863  
Email: [allhandscis@centurytel.net](mailto:allhandscis@centurytel.net)  
Telephone: 360-897-8300  
360-897-8301  
Fax: 360-897-8302  
Mailing Address: PO Box 458  
Orting, WA 98360

#### ASL Professionals

Contract Number: 0948-67856  
Email: [aslprofessionals@comcast.net](mailto:aslprofessionals@comcast.net)  
Telephone: 253-759-7653  
253-222-5624  
Fax: 360-872-8179  
Mailing Address: PO Box 1359  
Orting, WA 98360

#### CODAs Plus

Contract Number: 0948-37866  
Email: [codasplus@comcast.net](mailto:codasplus@comcast.net)  
Telephone: 360-690-1113  
Fax: 866-230-6256  
Mailing Address: 800 NE Tenney Rd.  
Suite 110 PMB 433  
Vancouver, WA 98685

#### Columbia Language Services

Contract Number: 0948-67850  
Email: [officestaff@columbia-language.com](mailto:officestaff@columbia-language.com)  
[info@columbia-language.com](mailto:info@columbia-language.com)  
Telephone: 360-896-3881  
888-202-3301  
Fax: 360-896-4074  
Mailing Address: 9303 NE Fourth Plain Rd.  
Vancouver, WA 98662

#### Cross Cultural Communications, Inc.

Contract Number: 0948-67859  
Email: [ccc@crossculturalcom.us](mailto:ccc@crossculturalcom.us)  
Telephone: 253-447-2000  
800-893-5258  
Fax: 888-918-8524  
Mailing Address: PO Box 2166 Sumner,  
WA 98390

#### Eastern Washington Center of the Deaf and Hard of Hearing (EWCDHH)

Contract Number: 0948-67827  
Email: [Scheduling: nancy@ewcdhh.org](mailto:Scheduling:nancy@ewcdhh.org)  
Director: [char@ewcdhh.org](mailto:char@ewcdhh.org)  
Telephone: 509-328-9220  
Mailing Address: 1206 N. Howard  
Spokane, WA 99201

#### HandDancer Interpreter Services

Contract Number: 0948-67861  
Email: [hnddnrc@aol.com](mailto:hnddnrc@aol.com)  
[kbuckmo@aol.com](mailto:kbuckmo@aol.com)  
Telephone: 360-383-2293  
360-739-1896  
Fax: 360-383-2274  
Mailing Address: 5320 Nielsen Ave.  
Ferndale, WA 98248

#### Language Fusion

Contract Number: 0948-67785  
Email: [us@languagefusion.us](mailto:us@languagefusion.us)  
President: [OlgaL@languagefusion.us](mailto:OlgaL@languagefusion.us)  
Telephone: 360-750-1112  
888-750-1112  
Fax: 877-750-1125  
Mailing Address: 400 E Evergreen Blvd  
Suite 203  
Vancouver, WA 98660

#### Northwest Interpreters

Contract Number: 0948-67840  
Email: [asl@nwiservices.com](mailto:asl@nwiservices.com)  
Telephone: 360-566-0492  
Fax: 360-566-0453  
Mailing Address: PO box 65024  
Vancouver, WA 98665

#### Sign For Life ASL Interpreting Agency

Contract Number: 0948-67858  
Email: [mary@signforlife.com](mailto:mary@signforlife.com)  
Telephone: 360-241-5016  
Fax: 408-331-1057  
Mailing Address: 8718 NE 31st Court  
Vancouver, WA 98665

## FREELANCE INTERPRETERS

### Signing Resources & Interpreters

Contract Number: 0948-67868  
 Email: request@signingresources.com  
 Telephone: 877-512-2246  
 360-334-5301  
 Fax: 877-512-2246  
 Mailing Address: 8002 NE Highway 99  
 B-705  
 Vancouver, WA 98665

### SignOn: A Sign Language Interpreting Resource

Contract Number: 0948-68534  
 Email: terps@signonasl.com  
 Owner/President: karenc@signonasl.com  
 Telephone: 206-632-7100  
 206-632-7200  
 Fax: 206-632-0405  
 Mailing Address: 130 Nickerson St.  
 Suite 107  
 Seattle, WA 98109

### South Eastern WA Service Center of the Deaf and Hard of Hearing (SEWSCDHH)

Contract Number: 0948-67818  
 Email: Scheduling: interpretingsewscdhh@safe-mail.net  
 Director: paula@sewscdhh.org  
 Telephone: 509-543-9644  
 888-543-6598  
 Mailing Address: 124 N 5th Ave  
 Pasco, WA 99301

### Universal Language Service

Contract Number: 0948-67864  
 Email: management@ulsonline.net  
 scheduling@ulsonline.net  
 Telephone: 425-454-8072  
 888-462-0500  
 Mailing Address: 925 110th Ave NE, Suite A  
 Bellevue, WA 98004

### Roxie Andrews

Certification Level: CI and CT  
 Contract Number: 0948-67815  
 Email: Jandrews16@juno.com  
 Telephone: 253-861-5251  
 City of Residence: University Place

### Shevonne Baldwin

Certification Level: CI and CT  
 Contract Number: 0948-67774  
 Email: shevonnebaldwin@gmail.com  
 Telephone: 509-306-9037  
 509-962-1444  
 City of Residence: Ellensburg

### Katherine Bunze

Certification Level: CI and CT  
 Contract Number: 0948-67806  
 Email: katherinebunze@msn.com  
 kathybunze@gmail.com  
 Telephone: 509-475-5597  
 509-747-6508  
 Fax: 509-838-0491  
 City of Residence: Spokane

### Michael Kosanovich

Certification Level: NAD IV  
 Contract Number: 0948-67811  
 Email: aslmichaelterp@net-venture.com  
 mekosanovich@vzw.blackberry.net  
 Telephone: 253-686-6657  
 Fax: 206-203-4247  
 City of Residence: Tacoma

### Polly MacLean

Certification Level: CSC  
 Contract Number: 0948-67681  
 Email: 2pollym@gmail.com  
 polly.mac@comcast.net  
 Telephone: 253-381-3547  
 City of Residence: Tacoma

### Sarah Rasmussen

Certification Level: CI and CT  
 Contract Number: 0948-67743  
 Email: 2sarahras@gmail.com  
 saraheric@comcast.net  
 Telephone: 253-222-3725  
 253-537-4165  
 City of Residence: Tacoma

### Cathleen Robertson

Certification Level: CI and CT  
 Contract Number: 0948-67761  
 Email: sgngirl@gmail.com  
 Telephone: 425-738-0544  
 City of Residence: Covington

### Verna Siegel

Certification Level: CI and CT  
 Contract Number: 0948-68495  
 Email: Verna.siegel@gmail.com  
 Telephone: 360-280-8112  
 Fax: 360-736-6742  
 City of Residence: Centralia



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## Office of the Deaf & Hard of Hearing

**Toll Free: 1 (800) 422-7930 V/TTY  
(360) 902-8000 V/TTY**

**Web site: <http://odhh.dshs.wa.gov>**

**Contact ODHH by VideoPhone (VP) at:**

**VP: 65.113.246.110**

**VP200: (360) 339-7382**

Eric Raff, Director .....rafferic@dshs.wa.gov  
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Kelly Robison, TED Program Manager ..... robiskd@dshs.wa.gov  
Colleen Rozmaryn, ACT Program Manager ..... rozmaic@dshs.wa.gov



# Office of the Deaf & Hard of Hearing

## Community Review

WINTER 2010  
Volume 7, Number 1

Washington State Department of Social and Health Services



### Message from the Director

Eric Raff, ODHH Director

Hope you enjoyed the holidays! There have been opportunities and challenges this past year and we're looking forward to achieving success and overcoming challenges in 2010! The latest happenings... Last November 13th, approximately 150-200 people attended the ODHH Symposium: Past, Present

and Future event! We celebrated ODHH's 30 year history, listening to stories about the founding of ODHH and its history. We heard about what's happening to DSHS and ODHH today. In planning for the future, there were six breakout sessions on a range of topics including early intervention, employment, mental health, etc. It was an opportunity for the community members to provide feedback to state officials. There were a few lessons learned but overall it was a success! If you would like to learn more, the webcast with captioning, PowerPoint presentations and CART transcripts (real-time captioning) will be posted on the website.

### DSHS to Procure a New TRS Relay Provider for Washington State

by Steve Peck

The current Telecommunications Relay Service (TRS) contract with Sprint Relay will expire on August 28, 2010 and as a result, DSHS through the Office of the Deaf and Hard of Hearing (ODHH) will be processing a new Request for Qualifications and Quotations (RFQQ) for the 2011-2015 contract term. The RFQQ was recently posted on December 23, 2009. Once the bidder proposal evaluation and scoring is completed in March 2010, we expect to announce the new WA Relay TRS provider by this coming spring.

**If you have questions**, please contact Steve Peck at [pecksc@dshs.wa.gov](mailto:pecksc@dshs.wa.gov), 1-800-422-7930 V/TTY, or 360-339-7382 VP.



There have been opportunities and challenges this past year and we're looking forward to achieving success and overcoming challenges in 2010!

ODHH released a draft Fiscal Year 2011 (FY11) budget this past January for public comments. In the past, the ODHH advisory committee would provide comments and feedback on the annual budget. Since the advisory committee was abolished by the Governor's Executive Order #09-02 in early 2009, it was decided that the best way to obtain public comments is to post the draft budget on the website.

As of October 31st, the ODHH fund had nearly \$4 million in reserves due to the declining usage of telecommunication relay services (ODHH does not pay for video and internet-based relay). As you may know, Washington State declining revenues in these tough economic times required some difficult decisions. The Governor's FY10 Supplemental Budget released early December included a one-time transfer of this \$4 million to Division of Vocational Rehabilitation (DVR). This transfer will help DVR obtain a federal match of \$16 million. While this is unfortunate, many states' relay funds across the country are losing reserves for different purposes.

As a result, ODHH began cost savings reductions, effective immediately, such as reducing this newsletter from 4 to 2 times a year. New initiatives or projects will be

*Continued on page 3*

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**DSHS Secretary**  
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**DSHS Chief of Staff**  
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**Lorraine Olin,**  
Program Support

**Rena Patch,**  
Executive Assistant

**Steve Peck,**  
TRS Program Manager

**Kelly Robison,**  
TED Program Manager

**Colleen Rozmaryn,**  
ACT Program Manager

## Welcome to our new staff member: Lorraine Olin

I am thrilled with my new position here at the Office of the Deaf and Hard of Hearing (ODHH). I was hired in December as program support staff for three programs: Telecommunication Equipment Distribution (TED), Telecommunication Relay Services (TRS), and Assistive Communication Technology (ACT). This is a wonderful opportunity for me to work here. So far I have enjoyed learning about my new job and how I can assist the program managers in meeting their goals and serving the community.

I studied American Sign Language at Centralia Community College, South Puget Sound Community College, and also American Sign Language Interpreting School in Seattle. I was blessed with excellent teachers and truly enjoyed learning ASL and volunteering in the local communities.

I was born and raised in Washington and I plan to stay. I love the summers here and my parents' cabin on the lake is my favorite place to be. I like to swim, wakeboard, kayak, or just lounge on the dock. If I am lucky, all of my family will be there. I have six brothers and twenty-four nieces and nephews. We enjoy getting together as often as we can.

I graduated with a B.S. in Exercise Science from Western Washington University. I try my best to stay healthy and be active. I participated in a Triathlon last summer and I am hoping to do a Half Marathon this spring with my sisters-in-law.

My colleagues have given me a warm welcome here at ODHH and I look forward to getting to know them and working with them.



## New Executive Director at Southwest Washington Center of the Deaf and Hard of Hearing

*by John Burke, Chair of SWCDHH Board*

On behalf of the Board of the Southwest Washington Center of the Deaf and Hard of Hearing (SWCDHH), I am honored to announce that Gerriane Born Healy has accepted our offer to become the Executive Director of SWCDHH. She was employed in a variety of positions at the Deaf Counseling Advocacy and Referral Agency (DCARA) in northern California for 27 years. She brings a wealth of experience to this position here in the Pacific Northwest. She began her employment with us on January 15, 2010.

*Source: Edited/Adapted with permission from John Burke*



# Court Sign Language Interpreting Standards

by Emily Hill

Last summer, ODHH and the Administrative Office of the Courts (AOC) established a team of individuals representing a variety of stakeholders to develop standards for Sign Language Interpreters in Washington Courts. This team was established so that we could comply with state law and provide the courts

with a list of qualified interpreters (RCW 2.42, <http://apps.leg.wa.gov/Rcw/default.aspx?Cite=2.42>).

We had several very productive meetings from July through October and came up with standards for interpreters to be placed on a list of court

interpreters, identified training needs, and added comments on the standards so that judges and court staff have a better understanding of interpreting and the interpreting process.

Our standards for interpreters split all Sign Language Interpreters into 2 categories. Level I Sign Language Interpreters include those with the highly specialized legal certificate (SC:L – Specialist Certificate: Legal). These interpreters have already gone through legal training and have experience interpreting in legal settings. Level II Sign Language Interpreters include the other national certifications, and have more training requirements to be qualified for court work. Deaf Interpreters (called Intermediary Interpreters) are also identified with similar requirements.

*Continued from page 1*

postponed indefinitely. We did careful analyses of historical trends and future projections in developing a draft FY11 budget. With fiscal discipline, the ultimate goal is to remain financially stable through June 30, 2011.

Despite the challenge, there are still opportunities. We will be able to move forward with some goals that we have already started working on. In this newsletter, you can read about some of these goals and the hiring of a new employee to fill a vacant position. We will continue the collaborative partnerships with various state agencies. We will be working on a new 'business plan' formerly called, 'strategic plan,' that outlines goals and strategies for the next several years. The 'business plan' will be posted on the website later this spring for public comments. I remain optimistic and confident that ODHH will survive these tough times and emerge as an improved and efficient agency.

The process for developing these standards was a long one, but well worth our time. From the feedback we have already received, it seems obvious that we are on the right track to making sure that quality interpretation happens in court settings.

We are hoping to finish this phase of our project in January of 2010. With the development of the standards, etc., completed, we'll start looking at specific training needs that we've identified, and be able to provide training sessions to interpreters working in court. Our goal is for that training to happen by the end of 2010—at which time we will actually have a list of qualified Sign Language Interpreters for Washington Courts!

## resource corner

### A New Online Guide to Hearing Aids

On October 20, 2009, the Food and Drug Administration (FDA) launched a new website that will benefit current and potential users of hearing aids. It also contains a list of topics such as cell phones and hearing aids, types of hearing aids, and much more. This is an excellent resource for you to consider before selecting and buying the right hearing aid that will meet your needs.

To read about the consumer update on hearing aids, please go to this:

<http://www.fda.gov/ForConsumers/ConsumerUpdates/ucm185723.htm>

To get comprehensive wealth of information and topics on hearing aids, please go to:

<http://www.fda.gov/MedicalDevices/ProductsandMedicalProcedures/HomeHealthandConsumer/ConsumerProducts/HearingAids/default.htm>

Or, you can go to **www.fda.gov** and click on the topics: A-Z, letter "H" then click on Hearing Aids and it will go to this comprehensive webpage on hearing aids.

If you do not have internet access and wish to get hearing aids information in print, please call FDA at (888) 463-6332.



*DHHCAN Releases New Consumer Action Guide on Air Travel*

# Air Travelers to Benefit from New Guidelines



On November 13, 2009 The Deaf and Hard of Hearing Consumer Advocacy Network (DHHCAN) announced a new DHHCAN Consumer Action Guide for Air Travel. This guide is based upon the recent update of the Air Carrier Access Act regulations issued by the U.S. Department of Transportation in May 2009, during one of the most comprehensive overhauls since the Act was enacted in 1990.

It is important that deaf, hard of hearing, late-deafened and deaf-blind travelers are aware of their rights when making reservations, inside the terminal, and onboard the aircraft. The Air Carrier Access Act (ACAA) sets out requirements for disability access at airports and on airlines.

## **These ACAA rules give protection from discrimination by:**

- Prohibiting U.S. and foreign airlines from discriminating against passengers on the basis of disability;
- Requiring airlines to make aircraft, other facilities, and services accessible
- Requiring airlines to take steps to accommodate passengers with a disability.

The DHHCAN Airline Travel Action Guide for 2009 outlines the requirements that information and reservation services be accessible to individuals who are deaf, hard of hearing, and deaf-blind through TTY, Relay Services or other technology. Televisions at airports must have

captions turned on. A traveler who self-identifies that he or she is deaf, hard of hearing or deaf-blind, has the right to prompt and accessible information throughout the terminal as well as all effective communications with aircraft personnel. Service animals are allowed to accompany a passenger with a disability in the main cabin

of the aircraft. Airlines must assist an individual who requests help moving around within the airport terminal.

Because the airlines have major concerns about their ability to convey safety information to deaf-blind travelers and to assist them in emergency evacuation, they are permitted to require that a safety assistant accompany the deaf-blind traveler at no extra charge. The action guide provides guidance on filing a complaint if the traveler experiences some form of discrimination. DHHCAN recommends that travelers file complaints with the U.S. Department of Transportation when any of these rules are violated.



**The DHHCAN Action Guide on Air Travel is available online both as a summary and as a full document at:**

[www.tdi-online.org/pdfs/DHHCAN\\_AirTravel\\_2009\\_guide.pdf](http://www.tdi-online.org/pdfs/DHHCAN_AirTravel_2009_guide.pdf)

**It joins the coalition's Consumer Action Guide on Captioning at:**

[www.tdi-online.org/pdfs/DHHCAN\\_Caption\\_2009\\_guide.pdf](http://www.tdi-online.org/pdfs/DHHCAN_Caption_2009_guide.pdf), which just received its third annual update.

**More information on Overview of the Air Carrier Access Act at:**

[http://assets.opencrs.com/rpts/RL34047\\_20090519.pdf](http://assets.opencrs.com/rpts/RL34047_20090519.pdf)

Source: Edited/Adapted for publication purposes with permission from Jim House of Telecommunications for the Deaf, Inc.

# CART and Real-time Writing

by Colleen Rozmaryn, ACT Manager

Real-time Writing is a term I have seen lately that is used to include various services that people with hearing loss might use to gain access to oral communication. ODHH staff has been researching various ways that other states provide communication access.

Many of us are aware of how a court reporter uses a special stenograph machine to make a written record of what is said in a courtroom. To meet ADA communication requirements, people with hearing loss are “borrowing” the services of court reporters. Court reporters use their skills during meetings to type the dialogue then project it as Computer Assisted Real-time Translations (CART) onto a screen to be read by anyone to gain communication access. There is a voice recognition version of CART called Voice Writing.

So far we have found two other kinds of Real-time Writing that are used in other states. They use laptop computers instead of stenographic machines, and both would technically fit under the heading of “CART.” C-Print® and TypeWell® use their own specialized abbreviation systems to quickly type what they hear, then display it in English on a screen. Consumers can choose between two types of transcription: meaning-for-meaning, similar to American Sign Language (ASL) interpretation, or verbatim transcription, which is word-for-word. C-Print® has its own version of voice recognition as well.

ODHH staff are currently studying certification standards. We will continue our research, possibly finding more types of CART / Real-time Writing. ODHH is considering partnering with other state agencies to research whether there is a need to standardize the provision of CART / Real-time Writing. If you can provide information about any other type of quality Real-time Writing, please send me an E-mail at [rozmaic@dshs.wa.gov](mailto:rozmaic@dshs.wa.gov) or call (800) 422-7930 Voice/TTY.

## Recent Happenings: “A Taste of Technology”

Taste of Technology Conferences were presented by Washington Relay to Mt. Tahoma High School and the Washington School for the Deaf (WSD) to demonstrate various technologies available to the Deaf, hard of hearing, deaf-blind and speech disabled. Jerry Cardoso, Sprint Outreach Specialist with Washington Relay, commented, “Taste of Technology presents a fantastic opportunity for high school students to learn about varieties of relay technologies that are available to them as they enter adulthood after graduating high school. It was an eye-opening and educational experience for them.” After the conference, Darlene Britzius-Nelson, Student Life Counselor at WSD, remarked that students were very involved in the discussion of current technologies and what the future may bring.



**“It was an eye-opening and educational experience for them.”**

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**Toll Free: 1 (800) 422-7930 V/TTY  
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**Web site: <http://odhh.dshs.wa.gov>**

**Contact ODHH by VideoPhone (VP) at:**

**VP: 65.113.246.110**

**VP200: (360) 339-7382**

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# Appendix H

## Copy of Annual Report



# WASHINGTON RELAY

## Annual Report

July 2010 to June 2011

Washington State Department  
of Social and Health Services

**Office of the Deaf and Hard of Hearing**

## **ODHH Team**

---

**Eric Raff**  
Director

**Bob Lichtenberg**  
Assistant Director

**Steve Peck**  
TRS Program Manager

**Lien Ngo-Tran**  
Fiscal Officer

## **Sprint Relay Team**

---

**Mike Ellis**  
National TRS Director

**John Moore**  
Branch Manager

**Liz D'Anna**  
Relay Program Manager

**Meredith Engle**  
WA Relay Outreach Contractor



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STATE OF WASHINGTON  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
OFFICE OF THE DEAF AND HARD OF HEARING

Dear Stakeholders,

I am pleased to present our Washington Relay Annual Report covering the provision of Telecommunication Relay Services (TRS) from July 1, 2010 through June 30, 2011. This report reflects our strategic objective to remove telecommunication barriers by providing current and emerging telecommunication services and features.

ODHH has a contract with Sprint to provide traditional Telecommunication Relay Service (TRS) from December 1, 2010 to June 30, 2015. Highlights contained in the Annual Report include mentioning that Sprint Relay Operators average 82 words per minute, which exceeds the Federal Communication Commission (FCC) typing requirement of 60 words per minute. Additionally, ODHH and Sprint collaborate annually on outreach activities to promote public awareness about Washington Relay Services.

Washington Relay statistics demonstrate that there is an 18% decline in traditional TRS minutes and a notable 36% increase in Captioned Telephone Services (CTS) minutes. The decline is due to the increasing usage by consumer of internet-based relay services, which is funded by the Federal Communication Commission (FCC).

ODHH maintains a role as the state's TRS Administrator, reporting to the FCC and monitoring FCC regulatory activities. In the near future, ODHH will submit its' application to the FCC as a TRS Administrator for another 5 years. The WA TRS certification application will be made available for public comments on the FCC website.

Please do not hesitate to contact us if you have any comments or questions about the Washington Relay Annual Report.

Sincerely,

*Eric Raff*  
Eric Raff  
ODHH Director

# Relay Enhancements

## CapTel Software Update

In August 2010, The Captioned Telephone Service provider, CapTel, Inc., provided a software update for CapTel 800 and 800i telephone customers. The notice appeared on the unit’s display screen, and customers could automatically update their phones. Instructions were also displayed on the screen throughout the process.

## CapTel Customer Service Hours

In June 2011, CapTel, Inc. extended its customer service hours of operation to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday and Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year’s Day.

# Washington Relay Statistics

## Telecommunications Relay Service

The following charts indicate trends in the annual total number of conversation minutes and calls, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, Voice Carry-Over, Telebraille, and Speech-to-Speech) currently provided by Washington Relay.

See appendix for a complete statistics report.

## Conversation Minutes

Figure 1 displays the total monthly conversation minutes processed through Washington Relay. The total of 742,800 minutes includes all aspects of TRS services except Speech-to-Speech and CTS, and represents a decrease of 18% as compared to FY10.

Fig. 1: Conversation Minutes			
July	62,890	Jan.	62,872
Aug.	68,640	Feb.	55,909
Sept.	68,352	March	61,382
Oct.	69,912	April	56,026
Nov.	64,801	May	56,665
Dec.	62,745	June	52,605

## Relayed Call Volume

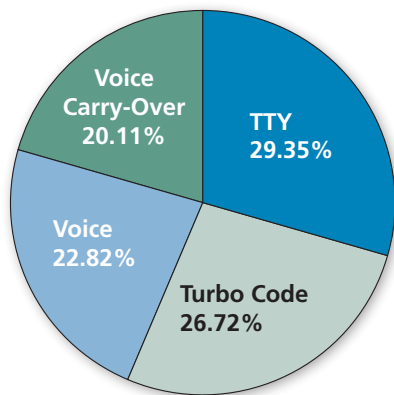
Figure 2 depicts the total number of completed calls processed through Washington Relay. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and other call types. Relayed call volume totaled 431,982 calls during this fiscal year and represents a decrease of 21% as compared to FY10.

Fig. 2: Relayed Call Volume			
July	17,756	Jan.	17,472
Aug.	18,869	Feb.	14,880
Sept.	18,616	March	15,353
Oct.	18,240	April	15,144
Nov.	17,077	May	16,704
Dec.	16,815	June	14,940

## Call Origination

On average, TTY and Turbo Code consumers originated approximately 56% of the Washington Relay calls. Figure 3 shows call type by percentage.

**Fig. 3: Call Origination**



ASCL: 0.38%, Hearing Carry-Over: 0.21%,  
Deaf-Blind: 0.45%

## Average Speed of Answer and Service Level

Figure 4 illustrates that Washington Relay has once again exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be answered within 10 seconds.

The Average Speed of Answer (ASA) for this fiscal year was 1.29 seconds and the Service Level (SVL) was 95.3% of calls were answered within 10 seconds.

Fig. 4: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.1	96%	Jan.	1.3	95%
Aug.	1.1	96%	Feb.	2.0	93%
Sept.	1.1	96%	March	1.3	95%
Oct.	1.3	95%	April	1.1	96%
Nov.	1.4	95%	May	1.1	96%
Dec.	1.5	95%	June	1.2	95%

## FCC Annual Customer Contact Log

Washington Relay Customer Service handled customer contacts such as:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. Figure 5 illustrates the number of commendations and complaints as well as inquiries. Annually, Sprint collaborates with the Office of the Deaf and Hard of Hearing (ODHH) to prepare and submit the Annual Customer Contact Log Report to the Federal Communications Commission (FCC).

See appendix for further information.

Fig. 5: TRS Customer Contacts			
Month	Commendations	Complaints	Inquiries
June	1	0	143
July	1	1	136
Aug.	1	0	48
Sept.	4	2	156
Oct.	4	1	8
Nov.	1	1	0
Dec.	0	1	26
Jan.	0	5	46
Feb.	4	1	34
March	1	1	46
April	4	0	37
May	6	0	30
<b>TOTAL</b>	<b>27</b>	<b>13</b>	<b>710</b>

## Captioned Telephone Service

The following charts indicate trends in the annual total number of conversation minutes and calls, call origination and contacts with customers. The numbers reflect the Captioned Telephone Service (CTS) currently provided by Washington Relay.

### Conversation Minutes

A breakdown of monthly minutes is shown in Figure 6. The total for this fiscal year was 680,570 CTS conversation minutes, a significant increase of 36% from FY10.

Fig. 6: CTS Conversation Minutes			
July	50,741	Jan.	63,309
Aug.	48,524	Feb.	53,412
Sept.	45,653	March	61,712
Oct.	53,289	April	57,045
Nov.	64,977	May	59,596
Dec.	64,886	June	57,427

### Call Volume

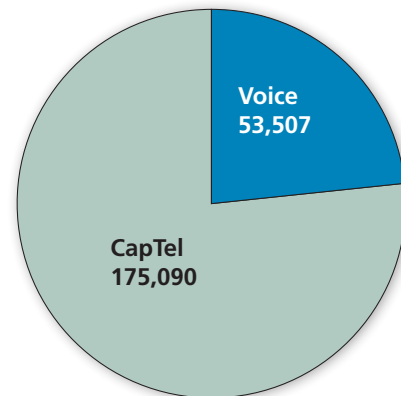
A total of 228,597 CTS calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 7, which represents an increase of 34% from FY10.

Fig. 7: CTS Call Volume			
July	16,305	Jan.	20,689
Aug.	15,649	Feb.	18,337
Sept.	15,383	March	21,456
Oct.	18,333	April	19,257
Nov.	20,804	May	20,399
Dec.	21,558	June	20,427

## Call Origination

Figure 8 indicates that most Washington Relay CTS calls were initiated by CTS users.

**Fig. 8: CapTel Call Origination**



## FCC Annual Customer Contact Log

Sprint collaborates with the Office of the Deaf and Hard of Hearing (ODHH) to prepare and submit the Annual Customer Contact Log Report to the FCC.

Fig. 9: CTS Customer Contacts			
Month	Commendations	Complaints	Inquiries
June	1	0	20
July	1	1	16
Aug.	0	0	0
Sept.	0	0	18
Oct.	1	1	0
Nov.	4	0	0
Dec.	0	11	0
Jan.	0	0	0
Feb.	0	0	0
March	0	0	0
April	0	0	0
May	0	0	0
<b>TOTAL</b>	<b>7</b>	<b>12</b>	<b>54</b>



## Outreach Education

Washington Relay products and services were promoted via the “Don’t Hang Up” postcard campaign, Washington Relay’s website, brochures, instructional and marketing flyers, and e-mails. A biannual newsletter providing CTS tips, announcements, and other useful information was also distributed. Outreach was directed to specific organizations such as Speech-to-Speech and Hearing Loss Association.

### Outreach Activities

Washington Relay promoted relay service awareness through product and service demonstrations, presentations and materials throughout the state as well as through sponsorship of events from January 2011 to June 2011. Outreach education was provided by the Office of the Deaf and Hard of Hearing staff, a Washington Relay subcontractor, and the Sprint Relay staff.

Activities included exhibitions and/or presentations for:

- Speech pathologists
- Senior citizens, including those with low vision
- People with speech disabilities
- Junior high students and their families
- Military retirees
- American Sign Language teachers

*See appendix for a complete list of outreach activities.*



### CTS Public Service Announcements

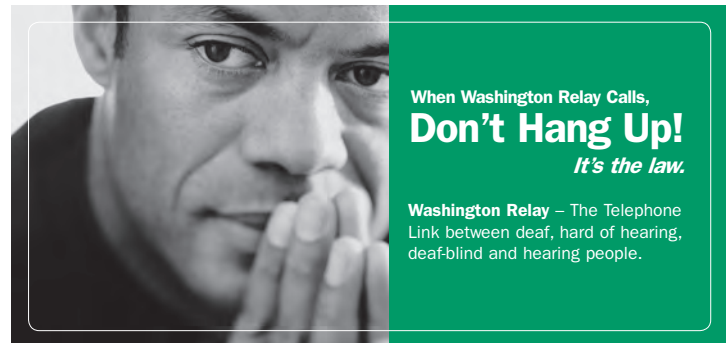
Between August 16 and October 18, 2010, Washington Relay promoted CTS by airing a televised public service announcement (PSA) 1,160 times in the Seattle-Tacoma, Spokane, and Yakima-Pasco-Richland-Kennewick areas. The campaign was jointly funded by Washington Relay and CapTel, Inc. and was broadcast on major networks during high-visibility programs such as:

- The Today Show
- The Ellen DeGeneres Show
- Oprah
- Judge Joe Brown
- The Tyra Banks Show
- Good Morning America
- The View
- Rachael Ray
- Good Morning Northwest
- LIVE! with Regis & Kelly
- The Young and the Restless
- Let’s Make a Deal
- Dr. Phil
- Judge Judy
- Days of Our Lives
- Local news shows

## Don't Hang Up

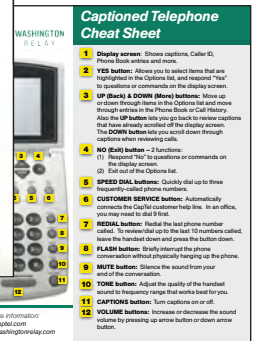
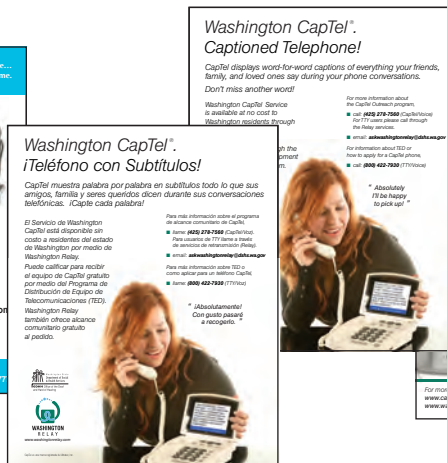
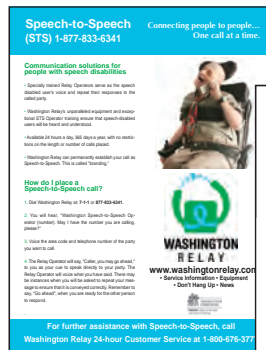
In an attempt to educate government agencies, regional service centers, banks and schools about not hanging up on relay calls, a "Don't Hang Up" postcard was distributed. In February, packets of 100 postcards each were sent to the following organizations:

- Hearing, Speech, & Deafness Center (HSDC)–Seattle
- HSDC–Bellingham (North Sound)
- HSDC–Tacoma (South Sound)
- Southwest Washington Center of the Deaf and Hard of Hearing (SWCDHH)–Vancouver
- South Eastern Washington Service Center of the Deaf and Hard of Hearing (SEWSCDHH)–Pasco
- SEWSCDHH–Yakima
- Eastern Washington Center for the Deaf and Hard of Hearing (EWCDHH)–Spokane



## Literature

From April to June 2011, flyers about speech-to-speech and captioned telephone relay services, including Spanish CTS, were revised.



## Advertisement

To advertise the Washington Relay service, a half-page advertisement with the caption, "Need assistance processing phone calls?" was published in the Summer 2011 issue of the Hearing Loss Association-WA Sound Waves newsletter.



# Appendix A: TRS Statistics

TOTAL CALL VOLUME	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TTY-Baudot	4,977	4,853	5,258	5,986	5,074	4,625	4,830	4,334	4,048	4,355	5,376	5,003	58,719
Turbo Code	4,933	5,072	4,839	4,452	4,670	4,900	4,735	4,524	4,290	3,765	3,874	3,453	53,507
ASCII	116	93	48	41	64	66	52	34	51	56	55	86	762
Voice	3,852	4,679	4,385	3,806	3,847	3,778	4,490	3,063	3,290	3,527	3,872	3,252	45,841
VCO	3,616	3,971	3,848	3,825	3,226	3,311	3,118	2,563	3,399	3,202	3,330	2,932	40,341
HCO	39	43	30	21	34	13	41	26	31	16	8	43	345
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	121	70	76	33	88	47	59	80	80	97	79	60	890
Spanish Users	2	5	6	1	1	3	1	3	2	2	2	3	31
Speech to Speech	100	83	126	75	73	72	146	253	162	124	108	108	1,430
TOTAL	17,756	18,869	18,616	18,240	17,077	16,815	17,472	14,880	15,353	15,144	16,704	14,940	201,866
% PERCENTAGE OF CALLS													AVG.
TTY	28.19%	25.84%	28.45%	32.96%	29.84%	27.63%	27.88%	29.64%	26.65%	29.00%	32.40%	33.74%	29.35%
Turbo Code	27.94%	27.01%	26.18%	24.51%	27.47%	29.27%	27.33%	30.94%	28.24%	25.07%	23.35%	23.29%	26.72%
ASCII	0.66%	0.50%	0.26%	0.23%	0.38%	0.39%	0.30%	0.23%	0.34%	0.37%	0.33%	0.58%	0.38%
Voice	21.82%	24.91%	23.72%	20.95%	22.63%	22.57%	25.92%	20.95%	21.66%	23.49%	23.33%	21.93%	22.82%
VCO	20.48%	21.14%	20.82%	21.06%	18.97%	19.78%	18.00%	17.53%	22.38%	21.32%	20.07%	19.77%	20.11%
HCO	0.22%	0.23%	0.16%	0.12%	0.20%	0.08%	0.24%	0.18%	0.20%	0.11%	0.50%	0.29%	0.21%
D/B ASCII/BAUDOT/STS	0.69%	0.37%	0.41%	0.18%	0.52%	0.28%	0.34%	0.55%	0.53%	0.65%	0.48%	0.40%	0.45%
TOTAL NUMBERS OF COMPLETED RELAYED CALLS													TOTAL
Local	10,599	11,354	11,143	10,837	10,350	10,168	10,110	9,120	9,446	9,383	10,369	9,584	122,463
Intrastate (Intralata)	247	370	374	266	324	278	508	359	379	348	484	315	4,252
Intrastate (Interlata)	1,026	682	650	706	635	842	733	288	310	542	584	565	7,563
Interstate	967	976	1,014	986	830	819	723	700	731	646	632	482	9,506
Toll Free	1,466	1,531	1,565	1,415	1,327	1,225	1,438	1,309	1,346	1,231	1,091	1,108	16,052
Directory Assistance	89	95	111	77	115	122	111	88	87	61	90	75	1,121
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	14	8	12	4	0	3	3	2	20	2	1	3	72

Marine (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
Other calls	0	0	0	0	0	0	0	0	0	0	0	0	0
General Assistance	19,946	19,802	18,983	20,582	20,184	21,118	20,547	16,550	18,822	18,820	18,117	18,107	231,578
Busy Ring No Answer	3,246	3,765	3,615	3,872	3,422	3,283	3,699	2,758	2,870	2,805	3,343	2,697	39,375
<b>TOTAL Relayed Calls</b>	<b>37,600</b>	<b>38,583</b>	<b>37,467</b>	<b>38,745</b>	<b>37,187</b>	<b>37,858</b>	<b>37,872</b>	<b>31,174</b>	<b>34,011</b>	<b>33,838</b>	<b>34,711</b>	<b>32,936</b>	<b>431,982</b>
<b>MINUTES OF SERVICE</b>													<b>TOTAL</b>
Total Minutes	62,889.90	68,639.73	68,351.60	69,912.47	64,801.27	62,744.58	62,872.07	55,909.05	61,381.63	56,026.40	56,665.33	52,605.47	742,800
Less Interstate Min	6,035.43	6,191.03	5,711.55	7,649.53	4,479.65	4,251.25	4,245.88	3,873.55	4,239.30	3,991.58	3,242.03	2,944.07	56,855
Less Interstate DA Min	31.50	24.88	29.07	19.13	34.63	20.67	58.40	17.63	21.60	11.78	18.28	24.57	312
Less International	56.05	74.80	38.50	0.47	0.00	2.03	26.22	1.40	86.97	7.40	0.20	21.83	316
Less Toll-Free Asst Min	7,684.78	8,157.27	9,246.90	8,310.61	7,572.01	6,842.59	7,213.30	6,919.48	7,302.07	6,514.70	5,630.55	5,333.39	86,728
Less 900 Assistant Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
STS Billable Minutes	502.25	357.97	466.04	452.48	441.35	376.52	345.88	498.20	530.71	412.04	294.86	563.90	5,242
	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>	<b>Feb.</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>TOTAL</b>
WA Total Billable Min	49,584.38	54,549.71	53,791.62	54,385.20	53,156.32	52,004.56	51,674.14	45,595.18	50,262.40	45,912.98	47,659.66	44,845.51	603,422
Total Billed to State	58,509.57	64,368.66	63,474.11	64,174.54	62,724.46	54,604.79	54,257.85	47,874.94	52,775.52	48,208.63	50,042.64	47,087.79	668,103
<b>NUMBER OF CALLS TO RELAY</b>													<b>TOTAL</b>
Offered	32,417	33,349	32,001	32,764	32,432	33,252	32,775	27,457	30,173	29,655	29,617	28,596	374,488
Answered	31,716	32,753	31,340	32,044	31,647	32,380	31,996	26,520	29,420	29,162	29,080	27,973	366,031
In Queue	32,417	33,349	32,001	32,764	32,432	33,252	32,755	27,457	30,173	29,655	29,617	28,596	374,468
Abandoned in Queue	701	596	661	720	785	872	759	937	753	493	537	623	8,437
Weekend average	841	858	876	939	835	916	902	782	736	860	823	723	10,091
Weekday average	1,365	1,403	1,388	1,398	1,387	1,328	1,374	1,246	1,223	1,243	1,241	1,234	15,830
Inbound	32,254	32,903	31,476	32,181	31,766	32,587	32,235	26,827	29,594	29,253	29,182	28,094	368,352
Outbound/ Completed	37,600	38,583	37,467	38,745	37,187	37,858	37,872	31,174	34,011	33,838	34,711	32,936	431,982
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>AVERAGE LENGTH OF CALL BY DEVICE</b>													<b>AVG.</b>
TTY	4.28	5.04	4.92	4.63	5.02	5.02	4.78	4.98	5.30	4.76	4.34	4.10	4.76
Turbo Code	3.33	3.79	3.63	3.55	3.42	3.61	3.77	3.54	3.86	3.45	3.03	3.25	3.52
ASCII	1.26	1.29	1.72	1.77	1.07	1.38	1.44	1.11	1.51	1.15	1.60	1.47	1.40



VOICE	2.04	1.67	1.59	1.61	1.88	1.73	1.52	1.87	2.01	1.96	1.71	1.99	1.80
VCO	4.41	4.13	4.52	5.21	4.79	4.52	4.67	4.77	4.67	4.63	4.22	4.71	4.60
HCO	6.38	5.95	7.26	7.07	6.30	3.63	6.22	3.52	6.11	6.00	6.88	6.06	5.95
Deaf/Blind ASCII Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Deaf/Blind Baudot Calls	7.74	5.32	3.69	2.36	4.38	4.19	3.68	3.37	7.49	3.82	5.09	3.39	4.54
Speech to Speech	8.72	5.72	8.85	8.38	6.86	8.33	6.27	8.24	8.32	7.25	6.29	9.92	7.76
Avg Conversation Length	1.96	2.09	2.18	2.18	2.05	1.93	1.96	2.11	2.09	1.93	1.94	1.88	2.03
SPEED OF ANSWER													AVG.
Service Level	96%	96%	96%	95%	95%	95%	95%	93%	95%	96%	96%	95%	95%
Monthly Avg.	1.1	1.1	1.1	1.3	1.4	1.5	1.3	2.0	1.3	1.1	1.1	1.2	1.3
CUSTOMER CONTACTS													TOTAL
TRS													
Commendations	1	1	4	4	1	0	3	4	1	4	6	3	32
Complaints	1	0	2	1	0	1	5	1	1	0	0	2	14
Instructions/General	34	39	30	34	30	30	39	40	40	30	50	30	426
Send Info	2	1	0	0	0	0	1	0	0	0	1	1	6
Equipment Referral	15	14	13	8	9	22	9	19	12	13	11	7	152
Referred to LEC	54	77	66	79	64	75	86	65	70	69	67	56	828
Inquiries/Other	156	194	180	204	168	200	192	175	181	161	179	164	2154
CTS													
Commendations	1	0	0	1	4	0	0	0	1	0	0	2	9
Complaints	1	0	0	1	0	11	0	0	0	0	0	0	13
Instructions/General	9	4	11	26	22	18	2	4	11	2	3	23	135
Send Info	4	5	4	7	4	3	3	1	1	4	4	5	45
Equipment Referral	3	4	3	5	5	2	1	2	2	2	1	2	32
Referred to LEC	0	0	0	0	0	0	0	0	0	0	0	0	0
Inquiries/Other	16	0	18	0	0	0	0	0	0	0	0	0	34
Total	297	339	331	370	307	362	341	311	320	285	322	295	3,880

## Appendix B: Captioned Telephone Service Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	
CapTel Traffic Patterns													YTD Avg
Call In	13,002	12,060	11,998	13,890	15,717	16,111	16,032	14,225	16,825	14,662	15,218	15,350	14,591
Voice In	3,303	3,589	3,385	4,443	5,087	5,447	4,657	4,112	4,631	4,595	5,181	5,077	4,459
Total Calls	16,305	15,649	15,383	18,333	20,804	21,558	20,689	18,337	21,456	19,257	20,399	20,427	19,050
Minutes of Service													Total Minutes
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	170.76	233.78	215.33	337.67	244.46	241.18	161.77	233.05	307.64	335.35	307.92	298.14	3,087
In 2 Line (89%)	5,735.65	4,721.69	4,294.94	4,923.97	6,517.52	5,981.22	6,386.19	4,563.53	5,221.97	5,182.92	6,071.73	5,244.32	64,846
Inter-state	11,504.62	10,524.51	8,513.45	11,312.43	11,909.96	13,741.93	12,346.43	10,832.51	12,421.19	11,634.96	12,883.14	12,334.48	139,960
Intrastate	26,987.86	26,685.11	26,687.42	30,494.60	37,871.41	37,505.41	36,148.46	31,840.21	34,742.08	33,025.63	32,880.48	32,700.64	387,569
Toll Free (49%)	5,822.15	5,798.62	5,491.36	5,602.32	7,704.95	6,823.30	7,178.01	5,490.54	8,206.58	6,434.85	6,927.16	6,434.67	77,915
General Assistance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Others	510.12	514.64	391.25	553.98	705.31	540.07	1,037.28	438.69	794.98	389.28	417.91	372.48	6,666
International	9.40	45.47	59.10	64.05	23.30	52.65	50.94	13.63	18.30	41.52	107.16	42.48	528
Total Conversation Minutes	50,740.56	48,523.82	45,652.85	53,289.02	64,976.91	64,885.76	63,309.08	53,412.16	61,712.74	57,044.51	59,595.50	57,427.21	680,570
Number of Calls													Total Calls
900 Call	1	0	1	0	0	0	1	0	0	0	0	0	0
Answer Machine	125	154	161	255	189	178	140	176	262	240	251	235	2,366
General Assistance	2,443	2,247	2,237	2,781	3,277	3,407	3,793	2,937	3,201	2,578	2,805	2,799	34,505
2 Line	1,205	1,161	1,035	1,356	1,658	1,551	1,508	1,219	1,434	1,291	1,462	1,439	16,319
International	18	19	10	11	19	27	27	14	17	23	26	16	227
Inter-state	1,894	1,681	1,558	1,740	1,791	2,186	1,735	1,734	2,162	2,033	2,022	2,170	22,706
Intrastate	9,200	9,125	9,137	10,801	12,058	12,457	11,679	10,792	12,443	11,437	12,091	12,083	133,303
Others	269	244	198	286	360	337	426	230	305	290	217	262	3,424
Toll Free	1,150	1,018	1,046	1,103	1,452	1,415	1,380	1,235	1,632	1,365	1,525	1,423	15,744
Total	16,305	15,649	15,383	18,333	20,804	21,558	20,689	18,337	21,456	19,257	20,399	20,427	228,597

Billable Minutes													YTD Avg
Less Interstate Billable Min	11,504.62	10,524.51	8,513.45	11,312.43	11,909.96	13,741.93	12,346.43	10,832.51	12,421.19	11,634.96	12,883.14	12,334.48	11,663
Less Toll Free	2,969.30	2,957.30	2,800.59	2,857.18	3,929.52	3,479.88	3,660.79	2,800.18	4,185.36	3,281.77	3,532.85	3,281.68	3,311
Less in 2 line Conversation Minutes	630.92	519.39	472.44	541.64	716.93	657.93	702.48	501.99	574.42	570.12	667.89	576.88	594
Less International	9.40	45.47	59.10	64.05	23.30	52.65	50.94	13.63	18.30	41.52	107.16	42.48	44
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable to Washington State	35,626.32	34,477.15	33,807.27	38,513.72	48,397.20	46,953.37	46,548.44	39,263.85	44,513.47	41,516.14	42,404.46	41,191.69	41,101
Billable to NECA	15,114.24	14,046.67	11,845.58	14,775.30	16,579.71	17,932.39	16,760.64	14,148.31	17,199.27	15,528.37	17,191.04	16,235.52	15,613
<b>Total</b>	<b>50,740.56</b>	<b>48,523.82</b>	<b>45,652.85</b>	<b>53,289.02</b>	<b>64,976.91</b>	<b>64,885.76</b>	<b>63,309.08</b>	<b>53,412.16</b>	<b>61,712.74</b>	<b>57,044.51</b>	<b>59,595.50</b>	<b>57,427.21</b>	<b>56,714</b>
Grand Totals													YTD Totals
Billable Washington State Minutes	35,626	34,477	33,807	38,514	48,397	46,953	46,548	39,264	44,513	41,516	42,404	41,192	493,213

# Appendix C: Outreach Activities

Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways
July-December	Outreach education was not conducted between July 1, 2010 and November 30, 2010, due to contract negotiations.								
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways
1/29	Peds Needs Fair	Mountlake Terrace	Meredith Engle	STS	N/A	Speech pathologists	35	Exhibit/Presentation	Brochures, mouse pads, pens, cell phone holders
	Reason for Outreach					Summary of Event			
	Community goodwill and Speech-to-Speech awareness.					Several vendors had individual tables to display their products and services. Presentations were set up in 15-minute increments for each vendor. Washington Relay had an audience of eight during our allotted presentation time. Other people stopped by our booth to learn about our services, including a few parents who obtained literature.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways
2/4	Federal Way Middle School	Federal Way	Steve Peck and Meredith Engle	TRS	N/A	6th-9th grade Deaf and Hard of Hearing students	12	Presentation	Brochures, "green" collapsible tote bags, pens, and mouse pads
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					The event was part of the mini-HS TOT designated for Deaf and Hard of Hearing students. Students from Rogers Jr. High gathered in their classrooms to learn about WA Relay services and observe an Internet-based relay demonstration with videophone and cell phone technology. Sports bags with information for students' parents were given out at the end of class.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways
2/9	Make Life Easier Fair	Burien	Lorraine Olin and Meredith Engle	CTS	N/A	Senior citizens with hearing loss	30	Presentation	Brochures and pens
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					Boulevard Park Place contacted the ODHH to attend their "Make Life Easier Fair." There were several vendors who attended and provided information on their products and services for the residents at this senior living facility. TED provided a presentation on the equipment distribution program, including Washington Relay services.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Shown	Giveaways
2/24	Teacher's Meeting	Tacoma	Meredith Engle	STS	N/A	Speech pathologists	25	Presentation	Brochures, pens and information packets
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					Washington Relay provided a Speech-to-Speech presentation for speech pathologists at the Tacoma Teachers Admiration Building. The one-hour presentation included questions and answers. Information packets were handed out at the end of the presentation.			

Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
3/11	Hearing Loss Assoc. Renton Chapter	Renton	Penny Allen	CTS	N/A	Hard of Hearing senior citizens	25	Presentation	Brochures, pens and information packets
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition					Chapter program that was publicized to the Senior Center for individuals with hearing loss.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
3/24	Aberdeen Senior Center	Aberdeen	Janis Aaron Moore	CTS	N/A	Hard of Hearing senior citizens	25	Presentation	Brochures
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					CTS presentation to senior citizens with questions and answers afterward.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
4/18	Mid-City Concerns Senior Center	Spokane	Barbara Mullen	CTS	N/A	Seniors with hearing loss	25	Presentation	Brochures, pens and information packets
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					The Washington Relay outreach team provided a presentation at the senior center. Several individuals were interested in applying for a CapTel. Inc. phone. There didn't seem to be much awareness about CTS.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
4/19	Low-Vision Group	Olympia	Janis Moore	CTS	N/A	Low-vision seniors with hearing loss	15	Presentation	Brochures, pens and information packets
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					The Washington Relay outreach team did a presentation for the low-vision group at the senior center. Steve Peck was present and brought some equipment to demonstrate. Handouts were provided for those who could not see the screen. There was great interest in the presentation and CTS.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
4/19	Disability Resource Fair, Western WA University	Bellingham	Meredith Engle	TRS	N/A	Deaf, Hard of Hearing and Speech-Disabled audience at fair	20	Exhibit	Brochures, pens, information packets and mouse pads
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					An email flyer from WWU was sent to Steve Peck for representation at the Disability Fair. The Washington Relay outreach team set up a booth for this event in the student services building. WWU students came by to view items and ask questions. This was the first time the Disability Fair was held; the turnout was smaller than expected.			



Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
4/23	MATA Expo	Seattle	Steve Peck and Meredith Engle	CTS & TRS	N/A	Deaf and Hard of Hearing fair attendees	200	Exhibit	Brochures, pens and mouse pads
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					Washington Relay and ODHH decided to attend the MATA Expo, held from 11:00 a.m. to 5:00 p.m. A table was set up where expo attendees could come by and talk with Steve Peck, Kelly Robinson, and Meredith Engle. ASL students were the most interested in Washington Relay services. Green cell phone holders and mouse pads were popular giveaway items.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
4/29	Deaf Carnival	Puyallup	Meredith Engle and Frank Mounts	TRS	N/A	Deaf junior high students and their families	100	Exhibit	Brochures, pens, mouse pads and cell phone holders
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					Rogers Jr. High contacted Washington Relay to attend its Deaf Carnival Event at the school. Parents, students and other vendors stopped by Washington Relay's tables and asked questions about products and services.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
5/2	Crisis Center 211	Seattle	Meredith	STS	N/A	Megan Mattas	1	Presentation	Brochure and business card for Kelly Robinson (TED)
	Reason for Outreach					Summary of Event			
	Community goodwill and Speech-to-Speech outreach.					Washington Relay outreach met with Megan Mattas and discussed Speech-to-Speech services and the TED program. Megan felt that the TED program would be a good fit for her speech-disabled clients. The Speech-to-Speech operator role was explained and clarified.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
5/20	Lewis McChord Retirees Health Fair	Lakewood	Mary Steinmeyer	CTS	N/A	Military retirees	300	Exhibit	Brochures, pens and information packets
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					Washington Relay outreach set up a table and ran a slideshow. Questions were answered about CTS and TED applications were handed out to those interested. There was a lot of interest in the CTS.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
5/24	Maple Glen Health Fair	Shelton	Janis Moore	CTS	N/A	Seniors with hearing loss	30	Exhibit	Brochures, pens and information packets
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					This health fair had various service provider booths. Washington Relay outreach gave a presentation and answered questions about CTS. An exhibit table was also manned where brochures and TED applications were handed out. Washington Relay also talked with other service providers about the TED program.			

Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
6/4	EWCDHH Fun Day	Spokane	Meredith	TRS	N/A	Parents of Deaf and Hard of Hearing children	150	Exhibit	Brochures, pens, mouse pads and sports packs
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					Eastern Washington Center for the Deaf and Hard of Hearing Fun Day event at Spokane Community College in Spokane. Washington Relay set up a booth that parents and children visited; several sports packs and TED applications were given out. Spokane Police Department, Spokane EMT Department, and Spokane Fire Department showed great interest in Washington Relay, and contact names were collected for possible future presentations.			
Date	Event Name	City	Presenter Names	Product	Other Products	Target Audience	# of Participants	Showed	Giveaways
6/29 -7/2	ASLTA	Seattle	Meredith	CTS & TRS	N/A	ASL teachers and attendees	200	Exhibit	Brochures, pens, mouse pads and cell phone holders
	Reason for Outreach					Summary of Event			
	Community goodwill and brand recognition.					Washington Relay had a booth at ASLTA for three days at the Seattle Regency Hotel. Washington Relay set up a table with a CapTel, Inc. phone, TTY, brochures, and cell phone holders. Many attendees, teachers and ASL students stopped by the booth. Lots of interest in the CapTel, Inc. phone. Discussed three TOT presentations for the fall with Seattle teachers.			
						TOTAL ATTENDEES	1,193		

